



# Visa Core Rules and Visa Product and Service Rules



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## Summary of Changes

### Summary of Changes since the 15 October 2014 Visa Core Rules and Visa Product and Service Rules

Change	Description	Section
Anti-Bribery Certification Clarification	<b>Effective Upon Publication</b> A modification to the Visa Anti-Bribery certification requirements has been made to specify that a Member must complete the Visa Anti-Bribery Policy Questionnaire/Certification form upon request. Previously, certification was required annually.	1.10.1.5, Visa Anti-Bribery Program
Licensing and BIN Usage Updates	<b>Effective 15 October 2014</b> Revisions have been made to remove repetitive cross-border acquiring language and support changes to BIN requirements to provide an opportunity for clients to optimize usage of Visa BINs.	2.3.1.1, BIN Use and Jurisdiction 2.3.4.2, BIN Assignment for New Visa Card Programs 2.3.4.3, Combining Card Programs on a Single BIN 2.6.1.6, Visa Prepaid Card BIN Requirements – US Region
Updates to Contact Chip and Visa payWave Requirements	<b>Effective 1 October 2015, 16 October 2015, and 1 October 2018</b> Changes to the Visa Rules impacting Issuer requirements for Visa payWave enabled Cards, Issuer requirements for EMV Contact Chip, and Acquirer requirements for Visa payWave acceptance have been made.	4.1.22.10, Contactless Issuer Requirements 4.1.22.11, Visa Contactless Authentication Issuer Requirement 4.1.22.14, Contactless Payment Device Issuer Requirements – AP and CEMEA Region 4.1.22.29, Cardholder Name on Chip 4.1.22.30, Information in Chip Magnetic-Stripe Image 4.1.22.42, Dynamic Data Authentication (DDA) Issuer Requirement 4.1.22.48, Chip Card Authentication Method – CEMEA Region 5.7.1.1, Acceptance Device Requirements

Change	Description	Section
Verified by Visa Requirement for E-commerce Transactions in Australia	<p><b>Effective 1 December 2014</b></p> <p>Revisions have been approved to the Verified by Visa acquiring requirement in Australia.</p>	5.9.3.3, Acquirer Support of Verified by Visa
Enhancement to Chargeback Reason Code 53 – Not as Described or Defective	<p><b>Effective for Chargebacks processed on or after 23 October 2014 through 17 April 2015 (US Domestic, All excluding VE), and for Chargebacks processed on or after 18 April 2015 (All, including Visa Europe)</b></p> <p>Changes have been made to Chargeback Condition 6 – Reason Code 53 – Not as Described or Defective Merchandise, to include additional Transaction types (e.g., business opportunities) if the terms of sale have been misrepresented and to align this Chargeback condition globally and with Visa Europe.</p>	<p>11.1.12.1, Chargeback Conditions – Reason Code 53</p> <p>11.1.12.2, Chargeback Rights and Limitations – Reason Code 53</p> <p>11.1.12.3, Invalid Chargebacks – Reason Code 53</p> <p>11.1.12.4, Chargeback Time Limit – Reason Code 53</p> <p>11.1.12.5, Chargeback Processing Requirements – Reason Code 53</p> <p>11.1.12.6, Representment Processing Requirements – Reason Code 53</p>
Passenger Transport Ancillary Data Identification	<p><b>Effective 17 October 2014 and 18 April 2015</b></p> <p>Beginning October 2014, rule revisions support the optional entry of data in the Merchant name field to describe goods and services in connection with an Ancillary Purchase Transaction. Beginning April 2015, for Ancillary Purchase Transactions originating in the US Region or as required for incentive Interchange Reimbursement Fee qualification purpose, the revisions require use of specific data that accurately corresponds to the type of purchase in the relevant VisaNet BASE II Clearing Record or the V.I.P. message field.</p>	<p>5.8.4.2, Prohibition against Split Transaction</p> <p>5.10.4.1, Required Substitute Transaction Receipt Content for T&amp;E/Travel Transactions</p> <p>7.5.5.5, Credit Vouchers for Airline/Railway Tickets – US Region</p> <p>9.1.2.6, Interregional Airline Interchange Reimbursement Fee Requirements</p> <p>11.1.27.4, Invalid Chargebacks – Reason Code 83</p> <p>11.2.3.4, Compliance Conditions and Required Documentation</p> <p>Airline Ticket Identifier (Glossary)</p> <p>Airline/Railway Ticket Identifier – US Region (Glossary)</p> <p>Ancillary Purchase Transaction (Glossary)</p> <p>Enhanced Transaction-Level Data – US Region (Glossary)</p> <p>Railway Ticket Identifier – US Region (Glossary)</p>

Summary of Changes

Visa Core Rules and Visa Product and Service Rules

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Change	Description	Section
Introduction of the Visa Ultra High Net Worth Product in the Central Europe Middle East and Africa Region	<p><b>Effective 1 November 2014</b></p> <p>Changes to the Visa Rules have been made to introduce the Visa Ultra High Net Worth product in the CEMEA Region.</p>	<p>4.9.1.1, Visa Ultra High Net Worth (UHNW) Card Minimum Spending Limit – AP Region and CEMEA Region</p> <p>4.9.2.1, Visa Ultra High Net Worth (UHNW) General Customer Service Requirements – AP Region and CEMEA Region</p> <p>4.9.2.2, Visa Ultra High Net Worth (UHNW) Card Emergency Services – AP Region and CEMEA Region</p> <p>4.9.2.3, Visa Ultra High Net Worth (UHNW) Card Emergency Payment Authorization Service – AP Region and CEMEA Region</p> <p>4.9.3.1, Visa Ultra High Net Worth (UHNW) Card Issuer Certification – AP Region and CEMEA Region</p> <p>4.9.3.2, Visa Ultra High Net Worth (UHNW) Card – Dual Payment Card Marketing – AP Region and CEMEA Region</p> <p>4.9.3.4, Visa Ultra High Net Worth (UHNW) Card Declines and Referral Responses – AP Region and CEMEA Region</p> <p>4.9.3.5, Visa Ultra High Net Worth (UHNW) Card Provisional Credit for Disputed Transactions – AP Region and CEMEA Region</p> <p>4.9.3.6, Visa Ultra High Net Worth (UHNW) Card Disputed Transactions – AP Region and CEMEA Region</p> <p>4.9.4.1, Visa Ultra High Net Worth (UHNW) Issuer Rewards Program Requirements – AP Region and CEMEA Region</p>

Change	Description	Section
Introduction of the Visa Ultra High Net Worth Product in the Central Europe Middle East and Africa Region (Cont'd.)		<p>4.9.4.4, Visa Ultra High Net Worth (UHNW) Card Exclusive Privileges Program – AP Region and CEMEA Region</p> <p>7.3.13.1, Minimum Issuer Monthly Approval Rates</p> <p>7.3.13.3, Maximum Issuer Monthly Referral Rates</p> <p>4.9.3.7, Visa Ultra High Net Worth (UHNW) Cardholder Qualification Criteria – CEMEA Region</p> <p>4.9.3.8, Visa Ultra High Net Worth (UHNW) Marketing – CEMEA Region</p> <p>4.9.1.3, Visa Ultra High Net Worth (UHNW) Point-of-Sale Spend Qualification Threshold – CEMEA Region</p> <p>4.9.3.9, Visa Ultra High Net Worth (UHNW) Product Name – CEMEA Region</p> <p>Visa Ultra High Net Worth Card – AP Region and CEMEA Region (Glossary)</p>
Shortened Timeframes for Domestic Transactions in Egypt	<p><b>Effective 18 April 2015 and for Chargebacks processed on or after 18 April 2015</b></p> <p>Revisions to the Visa Rules have been approved to shorten various processing and dispute time limits for Domestic Transactions in Egypt.</p>	<p>7.10.1.1, Acquirer Processing Timeframes</p> <p>11.1.7.3, Representment Time Limit</p> <p>11.1.18.2, Chargeback Rights and Limitations – Reason Code 74</p>
Preauthorized Transaction Decline Response	<p><b>Effective 28 February 2015</b></p> <p>The Visa Rule that regulates the number of Authorization Requests permitted per Transaction and currently only applies in the U.S. has been expanded to all Visa Inc. regions. The rule prohibits Merchants from resubmitting a Preauthorized Transaction for Authorization that has repeatedly received a Decline Response, beyond a specified threshold.</p>	<p>1.7.5.2, Transaction Receiving Decline Response</p> <p>5.9.8.2, Recurring Transaction Merchant Requirements</p> <p>7.3.7.4, Preauthorized Transaction Decline Response</p> <p>7.4.9.1, Recurring Transactions – Acquirer Requirements</p>



Summary of Changes  
Visa Core Rules and Visa Product and Service Rules

Change	Description	Section
Improvement and Expansion to Dispute Resolution Rules – Compelling Evidence Phase II	<p><b>Effective 17 October 2015</b></p> <p>Revisions to the dispute resolution rules allow Acquirers to provide additional types of Compelling Evidence, introduce new Representment rights for disputes involving Airline and digital goods Merchants (shifting the liability from the Acquirer to the Issuer), update pre-Arbitration conditions and certification requirements to require Issuers to certify that they have contacted the Cardholder and addressed the Compelling Evidence, and clarify the use of Compelling Evidence in the dispute resolution process have been made. The changes impact: Reason Code 30—Services Not Provided or Merchandise Not Received; Reason Code 53—Not as Described or Defective Merchandise; Reason Code 81—Fraud: Card-Present Environment; and Reason Code 83—Fraud: Card-Absent Environment.</p>	<p>11.1.8.3, Use of Compelling Evidence</p> <p>11.1.10.6, Representment Processing Requirements – Reason Code 30</p> <p>11.1.25.6, Representment Processing Requirements – Reason Code 81</p> <p>11.1.27.7, Representment Processing Requirements – Reason Code 83</p> <p>11.2.1.1, Pre-Arbitration Filing Requirements</p>
Updates to Mobile Secure Element Expiration Date Policy	<p><b>Effective 1 June 2015</b></p> <p>A change has been made to the rules to require Issuers to set the account expiration date for the Visa mobile payment account to at most ten years from the EMVCo assigned IC Certificate Number (ICCN) issue date. If the ICCN issue date is not known, the expiration date must not exceed three years.</p>	4.1.22.38, Mobile Payment Devices – Issuer Requirements
BIN Release Modification	<p><b>Effective 1 January 2015</b></p> <p>Revisions have been made to shorten the time period that Visa will hold BINs prior to final release from 180 to 120 days, in line with the allowed dispute timeframes.</p>	2.3.2, Administration of BINs and Numerics
Visa Signature Business Minimum Statement Cycle Monthly Spending Limit – US Issuers (US)	<p><b>Effective 26 February 2015</b></p> <p>The Visa Signature Business Card Monthly Spend – US Region rule has been removed.</p>	

Change	Description	Section
Secure Telephone Dispute Notification	<p><b>Effective 17 April 2015</b></p> <p>Changes to the rules to add an additional option for Issuers to provide the Cardholder certification of a disputed Transaction through a secure telephone banking environment when the disputed amount is less than USD 1,000 (or local currency equivalent).</p>	11.1.6.3, Minimum Cardholder Letter Requirements
GCAR Program Enhancements and Safe Harbor Acceleration	<p><b>Effective 15 January 2015 and 1 October 2015</b></p> <p>GCAR program modifications have been made to reflect changes in the payment environment and ensure program recoveries continue to be aligned with the costs and risks created by compromise events. Additionally, the GCAR safe harbor date for Acquirers of US Chip-enabled Merchants has been accelerated by one year.</p> <p>The <i>Visa Global Compromised Account Recovery Guide</i> was updated to reflect the program revisions and GCAR rules that were duplicated in the guide were removed from the Visa Rules.</p>	10.11.1.1, Global Compromised Account Recovery (GCAR) Program Overview Account Data Compromise Event (Glossary)
B2B Settlement Match, Global Expansion of Service and Inclusion of Lodging MCCs	<p><b>Effective 15 October 2014</b></p> <p>Changes have been made to the Authorization and Settlement Amount Match service to expand the program globally (including Visa Europe).</p>	4.21.1.3, Authorization and Settlement Match Participation Requirements 7.4.7.1, Authorization Request and Settlement Amount Match Authorization and Settlement Match (Glossary)
Introduction of Visa Platinum Prepaid Product in AP and CEMEA Regions	<p><b>Effective 28 January 2015</b></p> <p>New Visa Rules have been introduced to support the Visa Platinum Prepaid product availability in the AP and CEMEA Regions.</p>	4.5.5.1, Visa Platinum Prepaid Card Core Product Benefits – AP Region and CEMEA Region 4.5.5.2, Visa Platinum Prepaid Card Minimum Allowable Load Amount – AP Region and CEMEA Region

## Visa Core Rules and Visa Product and Service Rules

Change	Description	Section
Removal of Documents from the Visa Supplemental Requirements List	<p><b>Effective 29 January 2015 and 15 April 2015</b></p> <p>Because relevant requirements are already contained in the <i>Visa Core Rules and Visa Product and Service Rules</i>, 16 documents/websites have been removed from Appendix A, "Visa Supplemental Requirements": <i>BASE II Transactions Quick-Reference Card</i>, <i>File Proof User's Manual</i>, <i>Global Customer Assistance Service Guide – AP Region</i>, <i>Global Customer Assistance Services Issuer Guide – Visa Canada</i>, <i>Global Customer Assistance Services Member Guide – CEMEA Region</i>, <i>Global Customer Assistance Services Member Guide – LAC Region</i>, <i>MoneyChoices User's Guide</i>, <i>Prepaid Campus Program Guidelines</i>, <i>Visa Commercial Format Specifications</i>, <i>Visa Debit Campus Card Program Overview and Implementation Guide</i>, <i>Visa Employee Benefit Card Service Description and Implementation Guide</i>, <i>Visa Integrated Redemption Business Guide for Acquirers</i>, <i>Visa Interchange Directory</i>, <i>Visa International Prepaid Program Guidelines with Additional United States Guidelines</i>, <i>Visa Prepaid Teen Card Service Description and Implementation Guide</i>, and <i>Visa Smart Debit/Credit (VSDC) U.S. Issuer Implementation Guide for VIS Version 1.4 and 1.5</i>. Related changes have also been made.</p>	<p>1.13.1.1, Visa Core Rules: Related Publications</p> <p>4.1.14.1, Provision of Emergency Cash Disbursement or Emergency Card Replacement</p> <p>4.1.14.4, Emergency Cash Disbursement Limit Guide</p> <p>4.1.14.7, Non-Compliance Assessments for Failure to Respond to Emergency Requests</p> <p>4.32.1.1, Visa Product and Service Rules: Issuance – Related Publications</p> <p>7.12.1.1, Visa Product and Service Rules: Transaction Processing – Related Publications</p> <p>8.7.1.1, Visa Product and Service Rules: Processing Products – Related Publications</p> <p>10.18.1.1, Visa Product and Service Rules: Risk – Related Publications</p> <p>Visa Supplemental Requirements List</p> <p>VisaNet Manuals</p>

Change	Description	Section
Visa Commercial – Fleet Card Rules Changes and Additions	<p><b>Effective 17 April 2015</b></p> <p>Changes to the Visa Rules have been made to support the expansion Visa Fleet Card product to the Canada and CEMEA Regions as a Chip-based product.</p> <p>U.S. regional Visa Fleet Card Rules have been consolidated and expanded to include other regions that may wish to implement the Visa Fleet Card product.</p>	2.6.2.13, Visa Fleet Card BIN Requirements – Canada Region and US Region 4.22.1.1, Visa Fleet Card Issuance and Usage 4.22.1.2, Visa Fleet Card Requirements 4.22.1.3, Visa Fleet Card Enhanced Data Requirements 4.22.1.4, Visa Fleet Card Issuance – LAC Region 5.8.3.1, Estimated Authorization Amount Requirements 5.9.13.1, Visa Fleet Card Acquirer and Merchant Requirements – Canada Region and CEMEA Region 5.9.13.2, Required Transaction Receipt Content for Specific Transaction Types 7.4.12.1, Visa Fleet Card – Enhanced Data 7.4.12.2, Visa Fleet Card Enhanced Data Requirements – US Region Visa Fleet Card (Glossary) Vehicle-Specific Fleet Card (Glossary) Visa Fleet Card Application Identifier – Canada Region and CEMEA Region
Point of Sale and ATM Fallback and UCAT Clarifications	<p><b>Effective upon publication.</b></p> <p>Changes to the Visa Rules have been made to clarify the circumstances under which Fallback must be attempted. Other minor updates to Chip and Unattended Cardholder Activation Terminal (UCAT) rules to add clarity, streamline the regional and global rules, and to correct effective dates have also been incorporated.</p>	5.4.3.1, Merchant Use of Account Number or Cardholder Signature 5.7.1.1, Acceptance Device Requirements 6.2.7.19, Contact and Contactless Chip Capable ATM Requirements

Summary of Changes

Visa Core Rules and Visa Product and Service Rules

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Change	Description	Section
Implementation of new Visa Platinum and Signature Business Card Products in the CEMEA Region	<p><b>Effective 30 November 2014</b></p> <p>New Visa Rules have been implemented to support the new Visa Platinum Business and Visa Signature Business Card products in the CEMEA Region.</p>	<p>4.12.1.2, Commercial Products Core Feature Requirements</p> <p>4.15.1.3, Visa Platinum Business Card Issuance – CEMEA Region</p> <p>4.15.1.4, Visa Platinum Business Card BIN Requirements – CEMEA Region</p> <p>4.15.1.5, Visa Platinum Business Cardholder Spending Limit – CEMEA Region</p> <p>4.15.1.6, Visa Platinum Business Card – Card Design Requirements – CEMEA Region</p> <p>4.15.2.2, Visa Platinum Business Card – Customer Service Requirements – CEMEA Region</p> <p>4.15.2.3, Visa Platinum Business Card Global Customer Assistance Services – CEMEA Region</p> <p>4.15.2.4, Visa Platinum Business Card Emergency Assistance Provision – CEMEA Region</p> <p>4.15.3.9, Visa Platinum Business Card Delinquent Account Notification – CEMEA Region</p> <p>4.15.3.10, Visa Platinum Business Card Marketing Support – CEMEA Region</p> <p>4.15.3.11, Conversion of Referral Response to Decline Response in Stand-in Processing for Visa Platinum Business – CEMEA Region</p> <p>4.15.3.12, Visa Stand-in Processing Parameters for Visa Platinum Business Card Transactions – CEMEA Region</p>

## Summary of Changes

Change	Description	Section
Implementation of new Visa Platinum and Signature Business Card Products in the CEMEA Region (Cont'd.)		<p>4.15.4.4, Visa Platinum Business Cardholder Spend Reporting – CEMEA Region</p> <p>4.15.4.5, Visa Platinum Business Card Additional Core Services – CEMEA Region</p> <p>4.16.1.3, Visa Signature Business Card Issuance – CEMEA Region</p> <p>4.16.1.4, Visa Signature Business Card BIN Requirements – CEMEA Region</p> <p>4.16.1.5, Visa Signature Business Cardholder Spending Limit – CEMEA Region</p> <p>4.16.1.6, Visa Signature Business Card – Card Design Requirements – CEMEA Region</p> <p>4.16.2.3, Visa Signature Business Card – Customer Service Requirements – CEMEA Region</p> <p>4.16.2.4, Visa Signature Business Card Global Customer Assistance Services – CEMEA Region</p> <p>4.16.2.5, Visa Signature Business Card Emergency Assistance Provision – CEMEA Region</p> <p>4.16.3.2, Visa Signature Business Card Delinquent Account Notification – CEMEA Region</p>

Summary of Changes  
Visa Core Rules and Visa Product and Service Rules

Change	Description	Section
Implementation of new Visa Platinum and Signature Business Card Products in the CEMEA Region (Cont'd.)		<p>4.16.3.3, Visa Signature Business Card Marketing Support – CEMEA Region</p> <p>4.16.3.4, Conversion of Referral Response to Decline Response in Stand-in Processing for Visa Signature Business – CEMEA Region</p> <p>4.16.3.5, Visa Stand-in Processing Parameters for Visa Signature Business Card Transactions – CEMEA Region</p> <p>4.16.4.4, Visa Signature Business Card Rewards Program Requirements – CEMEA Region</p> <p>4.16.4.5, Visa Signature Business Cardholder Spend Reporting – CEMEA Region</p> <p>4.16.4.6, Visa Signature Business Card Additional Core Services – CEMEA Region</p> <p>7.3.13.1, Minimum Issuer Monthly Approval Rates</p> <p>7.3.13.3, Maximum Issuer Monthly Referral Rates</p> <p>Visa Platinum Business Card – CEMEA Region (Glossary)</p> <p>Visa Signature Business – CEMEA Region (Glossary)</p>
Acquirer Responsibilities for Sponsored Merchants and Payment Facilitators-Brazil	<p><b>Effective upon publication</b></p> <p>Modifications to the Visa Rules were made to not require Acquirers in Brazil to enter into a direct Merchant agreement with Sponsored Merchants that exceed US \$100,000 in annual Visa transactional volume, and to allow Payment Facilitators to provide services to some specific Merchant types that are ineligible for Sponsored Merchant status.</p>	5.3.1.3, Acquirer Responsibilities Regarding Payment Facilitators
Payment to Merchants, Participation in National Net Settlement Service and Payment Facilitators Contract-Brazil	<p><b>Effective 18 October 2014, 1 December 2014, and 15 June 2014</b></p> <p>The Visa Rules have been revised to enable compliance with new Brazilian regulations.</p>	<p>1.5.8.2, Payments to Merchants, Sponsored Merchants, and Payment Facilitators</p> <p>7.11.5.5, Requirement to Participate in Venezuela National Net Settlement Service – LAC Region</p> <p>10.2.1.3, VisaNet Processor and Payment Facilitator Agreement – LAC Region</p>

Change	Description	Section
Enhancements to Core Card Benefits for LAC Consumer Products	<p><b>Effective 1 April 2015</b></p> <p>Changes to the Visa Platinum, Visa Signature, and Visa Infinite Products have been made to help improve the value proposition offering for Affluent Products in the LAC Region. These changes reflect the new core benefits offered under the Visa Platinum product platform, and new coverage and applicability for existing core benefits for Visa Signature and Visa Infinite product platforms.</p>	<p>4.5.4.4, Visa Platinum Card Core Product Benefits – LAC Region</p> <p>4.7.4.8, Visa Signature Card Core Product Benefits – LAC Region</p> <p>4.8.4.21, Visa Infinite Card Product Benefits – LAC Region</p>
Rule Deletion – Excessive Decline Response Fee – LAC Region	<p><b>Effective Upon Publication</b></p> <p>The Excessive Decline Response fee in the LAC Region has been discontinued. As a result of this change, clients will no longer incur additional fees if their Decline Response rate is higher than 5% of the total number of Authorization Requests.</p>	
Enhancement to Visa Campus Cards and Inclusion of Second Magnetic Stripe Functionality on Visa Debit Campus Cards	<p><b>Effective 1 October 2014</b></p> <p>The following revisions have been made to the rules relating to Visa Campus Cards, including requirements to simplify the Card issuance process, allowance of a second Magnetic Stripe, and an exception to allow Visa Debit Campus Cards to be issued without being linked to a demand deposit account. In addition, the Visa Campus Check Card Program has been renamed the Visa Debit Campus Card Program.</p>	<p>3.3.1 Card Verification Value 2</p> <p>4.10.1 Campus Card – Issuer Requirements</p>
Updates to Visa Easy Payment Service (VEPS) Limits and Contactless Chip Floor Limits in Certain AP and CEMEA Markets	<p><b>Effective 1 January 2015</b></p> <p>Visa has revised the country-level Visa Easy Payment Service (VEPS) Transaction limits for international contactless Transactions for Australia, Brunei, Indonesia, Lebanon, Malaysia, New Zealand, Philippines, Singapore, South Korea, Thailand and UAE.</p> <p>To enhance Issuer risk management control, Authorization Floor Limits for international contactless Transactions have been moved to zero for applicable countries.</p>	<p>5.9.9.2, Visa Easy Payment Service (VEPS) Maximum Transaction Amounts</p> <p>5.12.1.11, Brunei (BND)</p> <p>5.12.1.46, Indonesia (IDR)</p> <p>5.12.1.55, Lebanon (USD)</p> <p>5.12.1.60, Malaysia (MYR)</p> <p>5.12.1.75, Philippines (PHP)</p> <p>5.12.1.87, Singapore (SGD)</p> <p>5.12.1.98, Thailand (THB)</p> <p>5.12.1.103, United Arab Emirates (AED)</p>



Summary of Changes

Visa Core Rules and Visa Product and Service Rules

Change	Description	Section
Verified by Visa US Commercial Card Liability Shift	<b>Effective 15 April 2015</b> Changes to the Visa Rules have been made to remove the Verified by Visa liability shift exception for US Commercial Card Transactions. Since April 2013, Transactions on all Visa Inc. (with the exception of US issued Commercial Cards) and Visa Europe issued Commercial Cards have been included in the Verified by Visa liability shift. Removing the US exception now reflects global alignment of the Verified by Visa liability shift rules.	
Minor Edits, Grammar, Punctuation, and Rephrasing	The Visa Core Rules and Visa Product and Service Rules are updated throughout the year and published to support new products, services and programs, and to modify existing rules to respond to changes in the electronic payments industry. Part of this update process includes incorporating minor editorial revisions to ensure consistency and clarity and to delete obsolete or redundant language and exhibits.	
Effective Dates	Most effective dates older than six months have been deleted.	

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## Introduction

### The Visa Rules

#### The Visa Core Rules and Visa Product and Service Rules

##### Introduction to the Visa Core Rules and Visa Product and Service Rules

Visa has established rules that are designed to minimize risks and provide a common, convenient, secure, and reliable global payment experience while supporting geography-specific rules that allow for variations and unique marketplace needs. They are set and modified by Visa to support the use and advancement of Visa products and services, and represent a binding contract between Visa and each Member.

The Visa Core Rules contain fundamental rules that apply to all Visa system participants and specify the minimum requirements applicable to all Members to uphold the safety, security, soundness, integrity, and interoperability of the Visa system.

The Visa Product and Service Rules contain rules that apply to Visa system participants based on use of a product, service, the Visa-Owned Marks, VisaNet, the dispute resolution process, and other aspects of the Visa payment system. The Visa Product and Service Rules also include operational requirements related to the Visa Core Rules.

The Visa Supplemental Requirements are Visa- or third-party-administered documents or websites that contain requirements beyond the content of the *Visa Core Rules and Visa Product and Service Rules* (for example: *Visa Product Brand Standards*, *BASE II Clearing Services*, *Payment Card Industry (PCI) Card Production – Logical Security Requirements*).

As a separate company, Visa Europe independently manages the Visa Europe Operating Regulations, which govern activities of Members operating in the Visa Europe Territory.

ID# 151014-010410-0020308

##### Writing Conventions

The following conventions apply to the *Visa Core Rules and Visa Product and Service Rules*:

- "Visa" refers to any Visa Region, office, management, or committee.
- If the singular is used, it means the plural, and the plural means the singular. For example: "A Merchant must ...," means that "All Merchants must..."
- Capitalized words have a meaning defined in the Glossary, except for the names of some Visa products or services, which are capitalized but not defined.

- Defined terms are often combined.

ID# 151014-010410-0020313

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## Changes to the Visa Core Rules and Visa Product and Service Rules

Changes to the *Visa Core Rules and Visa Product and Service Rules* are communicated and identified as part of the "Summary of Changes" for each edition.

Unless an effective date is specified in the text for a change to the *Visa Core Rules and Visa Product and Service Rules*, all changes are effective on the publication date.

ID# 151014-010410-0020315

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## Unique Rule Identification Codes

Each rule is allocated a unique identification code (ID). The unique ID remains with each rule for as long as the rule remains unchanged.

The rule ID format includes the date the rule was published, its latest effective date, and a unique 7-digit reference number. The format is:

DDMMYY (Publication date) – DDMMYY (Effective date) – 1234567 (unique 7-digit reference number)

Example: ID# 151012-150413-0006089

If the rule is modified, the rule ID is updated to reflect the date of the change, but the last 7 digits will generally remain the same.

ID# 151014-010410-0020316



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## Part 1: Visa Core Rules



## 1 Visa Core Rules

### 1.1 General

#### 1.1.1 Governance

##### 1.1.1.1 Applicability of Rules

All participants in the Visa system are subject to and bound by the Visa Charter Documents and the Visa Rules, as applicable based on the nature of their participation and geography. In the event of any conflicts between the Visa Charter Documents and the Visa Rules, or within the Visa Rules, conflicts will be resolved in the following order of precedence:

- Visa Charter Documents
- *Visa Core Rules*
- *Visa Payment System Operating Regulations – Russia* (if applicable)
- *Visa International Travelers Cheque Operating Regulations* (if applicable)
- *Interlink Bylaws and Operating Regulations* (if applicable)
- Visa Product and Service Rules
- Visa Supplemental Requirements

Any use of or participation in any Visa services or products not covered in the Visa Rules will be governed by applicable participation agreements and associated documentation.

Previously, rules were contained in the *Visa International Operating Regulations*, other operating regulations or rules, Extensions, and certificates of incorporation and bylaws of various Visa entities.

The Visa Rules represent modifications and amendments to such existing Visa rules and requirements, which continue in substance and effect except as expressly modified in the Visa Rules. By reorganizing and renaming this body of requirements, Visa does not intend to modify the meaning or enforceability of any Visa published documents, forms, or contracts to which Visa is a party, or any contracts that are required by Visa to include provisions to comply with Visa's certificate of incorporation or bylaws, operating regulations, or other Visa requirements. Regardless of whether this document or other documents refer to these requirements as the *Visa International Operating Regulations* or by other prior naming conventions, such references are deemed to refer to and incorporate the Visa Rules.

ID# 151014-010410-0007750

#### 1.1.1.2 Applicable Laws and Conflicts

Each Member must comply with all applicable laws, regulations, and other legal requirements including, but not limited to, laws and regulations regarding banking, financial institutions, payment systems, foreign currency exchange, money transmission, anti-money laundering, counter-terrorist financing, sanctions (such as those administered by the US Department of the Treasury's Office of Foreign Assets Control or the Australian Government's Department of Foreign Affairs and Trade), privacy and security, consumer protection, and trademarks and copyright. Each Member is also responsible for ensuring that any of its affiliates, subsidiaries, third-party agents, Merchants, and any other of its appointed agents participating in Visa's system comply with all applicable laws, regulations, and other legal requirements. Each Member is encouraged to consult with its own legal counsel to ensure that it is in full compliance with all applicable laws, regulations, and other legal requirements.

A Transaction must be legal in both the Cardholder's jurisdiction and the Merchant Outlet's jurisdiction.

In the event of any conflict between the Visa Rules and any applicable laws or regulations, the requirements of the laws or regulations govern.

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#### 1.1.1.5 Use of the Visa Rules

The Visa Rules are only to be reviewed or used in connection with Visa payment services and must not be used, modified, copied, downloaded, transferred, or printed in part or in total for any other purpose without the express written permission of Visa.

The Visa Rules govern the relationship between Visa and its Members and their agents. The Visa Rules do not constitute a contract, promise, or representation or confer any rights, privileges, or claims of any kind as to any third parties.

Visa may amend, modify, delete, or otherwise change the Visa Rules at any time. Changes will be reflected in the next edition of the Visa Rules.

Rules that do not have a geography-specific (Visa Region or country) indication in the title or language of a rule apply to all Members unless noted otherwise. Geography-specific rules apply only to the operations of Members within the relevant geography.

ID# 151014-010410-0007428



#### 1.1.1.6 Visa Inc. Regions and Visa Europe Territory

The Visa Inc. regions and Visa Europe Territory are comprised of the countries listed below. The assignment of countries between the Visa Inc. and Visa Europe jurisdictions may be amended from time to time by agreement between Visa Inc. and Visa Europe.

**Table 1-1: Asia-Pacific Region**

American Samoa; Australia (including Cocos [Keeling] Islands, Heard Island and McDonald Islands, Norfolk Island, Lord Howe Island, Macquarie Island); Bangladesh; Bhutan; British Indian Ocean Territory; Brunei; Cambodia; China; Cook Islands; Crozet Islands; Democratic People's Republic of Korea; Fiji (including Rotuma Island); French Polynesia; Guam; Hong Kong; India; Indonesia; Japan; Kerguelen Island; Kiribati (including Canton and Enderbury Islands, Christmas Island (Kiritimati), Fanning Island, Malden Island, Starbuck Island, Washington Island); Laos; Macau; Malaysia; Maldives; Marshall Islands; Mascarene Islands; Micronesia; Mongolia; Myanmar; Nauru; Nepal; New Caledonia; New Zealand (including Antipodes Island, Auckland Island, Bounty Island, Campbell Island, Chatham Island, Kermadec Island, Stewart Island); Niue; Northern Mariana Islands; Palau; Papua New Guinea; Pescadores Island; Philippines; Pitcairn Islands; Republic of Korea; Rodrigues Island; Samoa; Singapore; Solomon Islands; Sri Lanka; St. Paul Island; Taiwan; Thailand; Timor-Leste; Tokelau; Tonga; Tuvalu; US Minor Outlying Islands (including Baker Island, Howland Island, Jarvis Island, Johnston Island, Midway Island, Palmyra Island, Wake Island); Vanuatu; Vietnam; Wallis and Futuna

**Table 1-2: Canada Region**

Canada

**Table 1-3: Central and Eastern Europe, Middle East and Africa Region**

Afghanistan; Albania; Algeria; Angola; Armenia; Azerbaijan; Bahrain; Belarus; Benin; Bosnia and Herzegovina; Botswana; Bouvet Island; Burkina Faso; Burundi; Cameroon; Cape Verde; Central African Republic; Chad; Comoros; Congo (Brazzaville); Côte d'Ivoire (Ivory Coast); Democratic Republic of the Congo; Djibouti; Egypt; Equatorial Guinea; Eritrea; Ethiopia; Gabon; Gambia; Georgia; Ghana; Guinea; Guinea-Bissau; Iran; Iraq; Jordan; Kazakhstan; Kenya; Kosovo; Kuwait; Kyrgyzstan; Lebanon; Lesotho; Liberia; Libya; Macedonia; Madagascar; Malawi; Mali; Mauritania; Mauritius; Moldova; Montenegro; Morocco; Mozambique; Namibia; Niger; Nigeria; Oman; Pakistan; Qatar; Reunion; Russian Federation (including Franz Josef Land, Komandorskiye Island, New Siberian Island, Novaya Zemlya, Ostrov Ratmanova, Sakhalin, Severnaya Zemlya); Rwanda; Saint Helena, Ascension, and Tristan da Cunha (including Gough Island); Sao Tome and Principe; Saudi Arabia; Senegal; Serbia; Seychelles; Sierra Leone; Somalia; South Africa; South Sudan; Sudan; Swaziland; Syria; Tajikistan; Tanzania; Togo; Tunisia; Turkmenistan; Uganda; Ukraine; United Arab Emirates; Uzbekistan; Western Sahara; Yemen; Zambia; Zimbabwe

**Table 1-4: Latin America and Caribbean Region**

Anguilla; Antigua and Barbuda; Argentina; Aruba; Bahamas; Barbados; Belize; Bermuda; Bolivia; Bonaire, Sint Eustatius, and Saba; Brazil; British Virgin Islands; Cayman Islands; Chile; Colombia; Costa Rica; Cuba; Curacao; Dominica; Dominican Republic; Ecuador; El Salvador; Grenada; Guadeloupe; Guatemala; Guyana; Haiti; Honduras; Jamaica; Martinique; Mexico; Montserrat; Nicaragua; Panama; Paraguay; Peru; Puerto Rico; Saint Kitts and Nevis; Saint Vincent and the Grenadines; Sint Maarten; St. Lucia; Suriname; Trinidad and Tobago; Turks and Caicos Islands; US Virgin Islands; Uruguay; Venezuela

## Visa Core Rules

### Visa Core Rules

#### General

**Table 1-5: US Region**

United States of America

**Table 1-6: Visa Europe Territory**

Andorra; Austria; Bear Island; Belgium; Bulgaria; Channel Islands; Cyprus; Czech Republic; Denmark; Estonia; Faeroe Island; Finland; France; Germany; Gibraltar; Greece; Greenland; Hungary; Iceland; Ireland; Isle of Man; Israel; Italy; Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; Monaco; Netherlands; Norway; Poland; Portugal; Republic of Croatia; Romania; San Marino; Slovakia; Slovenia; Spain; Sweden; Switzerland; Turkey; United Kingdom

ID# 151014-120913-0027823

#### 1.1.1.7 Visa Canada Member Responsibilities – Canada Region

A Canada Member must perform obligations imposed on Visa Canada under the Visa Rules that arise out of Interchange or a Transaction resulting in Interchange between the Member and a non-Member of Visa Canada.

A Canada Member must not do anything to cause Visa Canada to violate the Visa Rules.

ID# 151014-010410-0003768

#### 1.1.1.8 Obligation to Comply with the Code of Conduct – Canada Region (Updated)

In the Canada Region, all Members must abide by the *Code of Conduct for the Credit and Debit Card Industry* as it may be amended from time to time and adopted by Visa (the "Code").

Each Member acknowledges and agrees that Visa may interpret the Code in accordance with any published interpretation bulletins or guidance issued by the Financial Consumer Agency of Canada.

Members must ensure that all participants for which the Member is responsible under the Visa Rules, including participants that interact directly or indirectly with Merchants or Cardholders (including without limitation, VisaNet Processors and Third Party Agents) on behalf of the Member must abide by the Code.

All Members are required, on an annual basis, to submit to Visa:

- By 31 January of each year, an officer's certificate, in the form attached as *Visa Canada Member Certification – "Code of Conduct"* (Schedule A-1), confirming its compliance with the Code
- By 15 August of each year, a *Code of Conduct Compliance Questionnaire* in the form required by Visa

## Visa Core Rules

### Visa Core Rules

#### Visa Core Rules and Visa Product and Service Rules

A Member that fails to submit a completed officer's certificate or questionnaire as required will be subject to a non-compliance assessment of CAD 100,000 per month of non-compliance.

Visa may, in its sole discretion, charge any Member or Members fees charged to Visa Canada by the Financial Consumer Agency of Canada with respect to compliance with the Code, where such fee is attributable to that Member or its VisaNet Processor or its Third Party Agent.

ID# 150415-160810-0025973

#### 1.1.1.10 Visa U.S.A., Inc. Member Responsibilities – US Region

A US Member must perform all obligations imposed on Visa U.S.A. Inc. under the Visa Rules that arise out of Interchange or a Transaction resulting in Interchange between the Member and a non-Member of Visa U.S.A. Inc.

The Member must not do anything to cause Visa U.S.A. Inc. to violate the Visa Rules.

ID# 151014-010210-0000349

#### 1.1.1.11 Definition of a US Domestic Transaction – US Region

A Transaction is considered a US Domestic Transaction if it occurs inside one of the following:

- The 50 United States, including the District of Columbia
- A US military base overseas
- A US embassy or consulate on foreign territory

ID# 151014-010410-0003684

#### 1.1.2 Local, Domestic, and Regional Rules and Private Agreements

##### 1.1.2.3 Transaction Country Rules

Regardless of how an Authorization or Transaction is routed or where it is processed, a Transaction is subject to the applicable Visa Rules affecting the Transaction Country. These rules may be superseded by either Private Agreements or the operating regulations of Group Members.

Private Agreements must exclude Interchange originating from an International Airline.

A Member must authorize, clear, and settle all International Transactions through VisaNet, including those resulting from the use of restricted Cards outside the country of issuance.

ID# 151014-010410-0008844

### 1.1.3 Variances and Waivers

#### 1.1.3.1 Variances or Waivers to the Visa Rules

Visa may grant a Member's request for a Variance or Waiver to a particular rule or requirement in the Visa Rules if the Member cannot comply for reasons including, but not limited to, any of the following:

- The Member is testing a new Visa product or service.
- The Member is participating in a pilot program.
- The Member is expanding into new market segments or countries or Visa determines a need for a Variance or a Waiver to expand acceptance, or for other purposes.
- The Member is unable to comply due to circumstances beyond its control, such as:
  - Natural disasters
  - Acts of war
  - Failure of public infrastructure
  - Government restrictions due to political unrest
  - Government regulation that contravenes the Visa Rules

If a Member cannot comply due to applicable laws or regulations that contravene the Visa Rules, Visa reserves the right to require proof of the specific laws or regulations. If such proof is requested by Visa and the laws or regulations are written in a language other than English, the Member must submit a copy of the applicable laws or regulations accompanied by a certified English translation.

ID# 151014-080312-0025926

#### 1.1.3.2 Variance or Waiver Limitations

Each Variance or Waiver granted by Visa is unique and limited only to the specific circumstances of the individual request. A Member must not apply a previously granted Variance or Waiver to any other future programs or services or consider a previously granted Variance or Waiver as determining the outcome of future requests.

Visa reserves the right to amend or revoke any Variance or Waiver upon Notification to the Member.

ID# 151014-080312-0025929

### 1.1.3.3 Variance or Waiver Submission Requirements

A Member that cannot comply with a particular rule or requirement in the Visa Rules or the Visa Supplemental Requirements must submit a Variance or Waiver request to Visa for approval.

The request must comply with all of the following:

- Be submitted in writing
- Be completed in English
- Specify the rule or requirement to which the Variance or Waiver is sought
- Contain full details about the nature and circumstances of the requested Variance or Waiver, including, but not limited to, the following:
  - Scope
  - Business justification
  - Impact to Visa and all participants in the Visa system
  - Duration
  - Any other relevant information that would enable Visa to make a sound determination

ID# 151014-080312-0025927

### 1.1.3.4 Variance or Waiver Decision

Visa will notify a Member in writing of its decision on a Variance or Waiver request. The Variance or Waiver is effective as specified in such Notification.

ID# 151014-080312-0025928

#### 1.1.4 Operating Certificates

##### 1.1.4.1 Operating Certificate Filing

A Member must submit a complete and accurate Operating Certificate and include Interchange Transactions, On-Us Transactions, and other Transactions that are not processed through VisaNet, as specified by Visa.

ID# 151014-151013-0027829

##### 1.1.4.2 Operating Certificate Record Retention

A Member must maintain records that allow for an accurate determination and verification of the information contained in each Operating Certificate and provide the records upon Visa request.

ID# 151014-151013-0027825

##### 1.1.4.3 Exchange Rates for Operating Certificates

A Member (or its Group Member) with non-USD Transaction volumes must use the exchange rate provided by Visa to file Operating Certificates. The exchange rate is calculated using a simple average of 3 monthly spot rates for the quarter. This does not apply to a Canada or US Member that files in either CAD or USD.

The monthly spot rates are sourced from Reuters, as shown in the *FT Guide to World Currencies*, published in the Financial Times on the third Monday of each month. These rates are also available for reference in the Operating Certificate application on Visa Online.

ID# 151014-010110-0008837

#### 1.1.5 Confidentiality

##### 1.1.5.1 Visa Confidential Materials – Member Responsibilities

A Member must comply with all of the following:

- Maintain Visa Confidential information in strict confidence
- Not disclose any Visa Confidential information. This does not apply in the US Region or a US Territory. An Acquirer in the US Region or a US Territory may provide BIN information to a Merchant for purposes of identifying the product type at the point of sale.

- Store and handle Visa Confidential information in such a way as to prevent unauthorized disclosure
- Take reasonable measures to protect Visa Confidential information and treat it with at least the degree of care with which a Member treats its own confidential and proprietary information, or in case of information assigned a higher classification standard, as follows:
  - For information labeled or otherwise designated as Visa Confidential – Special Handling, in accordance with Visa handling instructions, which may be delivered with its transmission or in its content
  - For information labeled or otherwise designated as Visa Confidential – PII Private, with the strongest level of protection (including encryption or sufficient compensating controls, and limited distribution for any transmissions) applied by the Member for its highly sensitive information
- Disclose Visa Confidential information only to those employees with specific need to know

ID# 151014-010410-0000467

#### 1.1.5.2 Confidentiality of VisaNet Information

Information regarding VisaNet is proprietary and Visa Confidential. A Member must take appropriate action, by agreement or otherwise, to ensure that its employees or agents with access to VisaNet are all of the following:

- Advised of the confidential and proprietary nature of these systems
- Prohibited from providing access to or disclosing these systems to any third party. This does not apply in the US Region or a US Territory. An Acquirer in the US Region or a US Territory may provide BIN information to a Merchant for purposes of identifying the product type at the point of sale.
- Prohibited from using these systems for any purpose not authorized in the Visa Rules

ID# 151014-010410-0003669

#### 1.1.5.3 Disclosure of Confidential Information to Contractors

A Member may disclose confidential information to contractors that the Member employs to provide services in connection with Visa products and services only if the Member has a written agreement with its contractor that it:

- Will not disclose the confidential information to any third party
- Will use the confidential information only to provide services to the Member for use only with the Member's Visa products and services

## Visa Core Rules

### Visa Core Rules

#### General

Any confidential information disclosed to the contractor must comply with all of the following:

- Remain solely the property of Visa
- Be returned to Visa immediately upon Visa request
- Be returned to the Member immediately upon termination of the relationship that required use of the confidential information

The Member is responsible for its contractor's compliance with these conditions and must not allow a non-Member VisaNet Processor to use the V.I.P. System or BASE II unless the non-Member VisaNet Processor has delivered to Visa a completed *VisaNet Letter of Agreement (Exhibit 5A)*, available through Visa Online, to Visa.

ID# 151014-010410-0006467

#### 1.1.5.4 Confidentiality of Visa Systems Information

A Member, VisaNet Processor acting on behalf of a Member, or Visa Merchant Direct Exchange Merchant must take appropriate action to ensure that its employees or agents with access to VisaNet or related documentation comply with all of the following:

- Are advised of the confidential and proprietary nature of these systems and documentation
- Use their best efforts to protect the VisaNet Access Points
- Are prohibited from both:
  - Providing access to or disclosing these systems and documentation to any third party
  - Using these systems and documentation for any purpose not authorized in the Visa Rules

A Member or Visa Merchant Direct Exchange Merchant must not disclose any confidential information of Visa or its subsidiaries to a non-Member.

ID# 151014-050612-0027073

#### 1.1.5.5 Visa Use and Disclosure of Confidential Consumer Cardholder Information – US Region

In the US Region, Visa and its subsidiaries will not use or disclose Confidential Consumer Cardholder Information to third parties, other than for any of the following:

- Use or disclosure in the ordinary course of business to provide services to a Member or a Member's designated Agent, including, but not limited to, all of the following:
  - Completing a Transaction



## Visa Core Rules

### Visa Core Rules

#### Visa Core Rules and Visa Product and Service Rules

- Risk control
- Dispute resolution
- Marketing services
- Use or disclosure with the consent of the Cardholder
- Other use or disclosure that is in accordance with applicable laws or regulations

ID# 151014-010410-0000508

### 1.1.6 Visa Rights

#### 1.1.6.1 Visa Ownership of Intellectual Property

A participant in the Visa system must recognize Visa's ownership of its intellectual property, including the Visa name, Visa Marks, and Visa technology, and agree to protect these ownership rights and the integrity of the Marks by complying with the applicable Visa Rules in all activities, including issuing, acquiring, and processing.

A Member or Visa Merchant Direct Exchange Merchant does not have any property or other right, claim, or interest, including any patent right, Trade Secret right, or Copyright interest, in VisaNet, or in any systems, processes, equipment, software, data, or materials that Visa or its subsidiaries use with VisaNet, or in connection with a Visa Program, except for Merchant- or Member-supplied data or equipment.

ID# 151014-010410-0007727

#### 1.1.6.2 Visa Right to Monitor, Audit, Inspect, and Investigate

At its sole discretion, at any time, Visa may, either itself or through an agent, do any of the following:

- Investigate, review, audit, or inspect a Member, or the Member's agents, Merchants, Sponsored Merchants, or Payment Facilitators, including by inspecting the premises and auditing the books, records, and procedures of the Member, agent, Merchant, Sponsored Merchant, or Payment Facilitator to ensure that it is complying with the Visa Rules and applicable brand and security standards and procedures
- Monitor, investigate, review, audit, or inspect the premises, books, records, or procedures of an Approved Manufacturer or Third-Party Personalizer, including security and quality control procedures of each Approved Manufacturer and Third-Party Personalizer
- Obtain from any Approved Manufacturer or Third-Party Personalizer a production-run sample of a Visa Card that includes all security features

## Visa Core Rules

### Visa Core Rules

#### General

A Member must cooperate fully, and ensure that its agent, Merchant, Sponsored Merchant, or Payment Facilitator cooperates fully, with Visa in any such investigation, inspection, audit, or review. This cooperation includes providing access to the premises and to all pertinent records and releasing any information to Visa upon request.

Any investigation, inspection, review, or audit will be conducted at the Member's expense, unless otherwise specified in the applicable Fee Schedule.

ID# 151014-010410-0007121

#### 1.1.6.3 Right to Impose Conditions on Visa Product or Visa Service Participation

Participation in or use of a Visa service or Visa product is at the discretion of Visa, which may limit or impose conditions on its use, and may discontinue the service or product at any time.

ID# 151014-151014-0028039

#### 1.1.6.4 Investigation Response Requirement

A Member must respond to and provide information requested by Visa for a Visa Rules violation that is under investigation.

The Member must submit its response and information, within the time period specified, by mail, courier, facsimile, hand, email, or other electronic delivery method. The Notification response is effective when posted, sent, or transmitted by the Member or its agent to Visa.

ID# 151014-150211-0025974

#### 1.1.6.5 Right to Request Cards

Visa may request a functional Visa Card or Proprietary Card or access to any New Channel associated with a BIN owned or used by an Issuer.

Upon written request, an Issuer must both:

- Provide Visa with a Visa Card or a Proprietary Card or access to any New Channel and its associated PIN within 30 calendar days
- Personalize the Visa Card or Proprietary Card or New Channel, as specified by Visa

ID# 151014-130111-0026009

#### 1.1.7 Use of VisaNet

##### 1.1.7.1 Non-Assignable Right to Use VisaNet

A Member's or Visa Merchant Direct Exchange Merchant's right to use VisaNet is not assignable and its duties are non-delegable without prior written consent from Visa. However, a Member or Visa Merchant Direct Exchange Merchant may use a non-Member VisaNet Processor that has executed and delivered to Visa a *VisaNet Letter of Agreement (Exhibit 5A)*.

A VisaNet Processor or Visa Merchant Direct Exchange Merchant acknowledges and agrees that the VisaNet endpoint connectivity is a Visa asset and not transferable without the express written consent of Visa. A VisaNet Processor or Visa Merchant Direct Exchange Merchant must not transfer its VisaNet endpoint to another Member or Agent. It must notify Visa in writing at least 90 days before the effective date of a change, for example, but not limited to, a sale of all or substantially all of the assets of the operation, acquisition, merger, ownership change, or financial restructuring, and promptly provide Visa with any related information that is requested.

ID# 151014-010410-0003081

##### 1.1.7.2 Restricted Use of VisaNet

A Member, VisaNet Processor acting on behalf of a Member, or Visa Merchant Direct Exchange Merchant must restrict its use of the VisaNet systems and services to purposes specifically approved by Visa.

ID# 151014-050612-0003331

#### 1.1.8 Misencoded Cards

##### 1.1.8.1 Liability for Misencoded Cards

Visa assigns liability for payment of Transaction Receipts resulting from the use of a Misencoded Card as follows:

- To the Acquirer that received the Transaction Receipt, if the Misencoded Card bears a BIN that was not assigned to a Member. The Acquirer is liable until both:
  - The Misencoded Card is recovered.
  - Visa identifies the Issuer that ordered its manufacture.
- To the Issuer to which the BIN is assigned, if an Acquirer receives a Misencoded Card bearing a valid BIN but an invalid Account Number. The Issuer is liable both:

## Visa Core Rules

### Visa Core Rules

#### General

- If the Acquirer presents the Transaction Receipt within 180 calendar days of the Transaction Date
- Until the Issuer that ordered the manufacture of the Visa Card or Visa Electron Card is identified

ID# 151014-010410-0001813

#### 1.1.8.2 Liability for Misembossed or Misencoded Cards – US Region

In the US Region, Visa assigns liability for payment of Transaction Receipts resulting from the use of Misembossed or Misencoded Cards based on the following priorities in the order shown as follows:

- Member or foreign licensee that appears on the Misembossed Card or Misencoded Card as its Issuer, if the Card has been recovered
- Member or foreign licensee whose BIN appears on the Transaction Receipt, if the Misembossed Card or Misencoded Card has not been recovered or if the name of the Member or foreign licensee does not appear on the Card
- Member or foreign licensee that first received the Transaction Receipt. If the Misembossed Card or Misencoded Card is recovered within 12 months of the Transaction Date, the Member or licensee may transfer liability for the Transaction Receipt to the Member or foreign licensee appearing on the Misembossed Card or Misencoded Card as its Issuer.

ID# 151014-010410-0001817

#### 1.1.9 Liabilities and Indemnifications

##### 1.1.9.1 Taking Responsibility

Each Visa participant Member is solely responsible for its issuance of Visa products and acquiring of Merchants to accept Visa products, including responsibility for settlement of Transactions, compliance with the Visa Charter Documents and the *Visa International Operating Regulations*, and ensuring that their Visa programs comply with all applicable legal and regulatory requirements. Participants indemnify Visa for claims or liabilities that arise out of their issuance of Visa products and acquiring of Merchants, and broadly disclaim liability against Visa for such activities.

ID# 151014-010410-0007758

## Visa Core Rules

### Visa Core Rules

#### Visa Core Rules and Visa Product and Service Rules

##### 1.1.9.23 Responsibility for Losses Caused by VisaNet Processors

A Member is responsible for any and all losses caused by its VisaNet Processor. All Members using a Clearing or authorizing VisaNet Processor, whether a Member or non-Member, are jointly and severally responsible for the proper performance by that VisaNet Processor of all the requirements of the Visa Rules.

ID# 151014-080514-0025873

##### 1.1.9.24 Limitation of Liability for VisaNet Processors

A Member may limit its liability for the failure of a VisaNet Processor if it provides Visa with an updated *VisaNet Processor and Third Party Registration and Designation (Exhibit 5E)* showing that it had terminated the VisaNet Processor relationship before the failure.

This limitation of liability is effective upon receipt by Visa of Member notification.

ID# 151014-080514-0025887

## 1.2 Licensing and Numerics Management

### 1.2.1 Licensing – General Membership

#### 1.2.1.3 Prohibition of BIN Sale or Exchange

A BIN Licensee must not sell, rent, or exchange any BIN. In the event of a portfolio sale or merger, the BIN Licensee is responsible for submitting a *BIN Licensee Transfer Request*.

ID# 151014-010410-0001238

## 1.3 Use of Marks

### 1.3.1 Marks License

#### 1.3.1.1 Visa Proprietary Rights to the Visa-Owned Marks and Visa Brand Name

Members acknowledge the proprietary rights of Visa and that unauthorized or inappropriate use of the Visa-Owned Marks and Visa Brand Name may cause Visa irreparable damage or injury. Visa has the full authority to enforce all Visa rules governing Members, Merchants, agents, and other entities that use the Visa-Owned Marks and Visa Brand Name.

ID# 151014-010410-0007432

#### 1.3.1.2 Infringement Proceedings Regarding the Visa-Owned Marks

Unless Visa grants express consent, Visa reserves the sole right to initiate infringement proceedings or other challenges involving any use of the Visa-Owned Marks.

ID# 151014-010410-0006462

#### 1.3.1.3 Denotation Requirements for Visa-Owned Marks

A Member must not use any denotation or legend of Marks registration or ownership in connection with the Visa-Owned Marks, except as required or approved by Visa. Upon request, Visa will provide a current list of both the:

- Countries in which a denotation or legend must be used
- Required denotation or legend

ID# 151014-010410-0006464

### 1.3.2 General Use of Marks

#### 1.3.2.1 Visa Program Marks List

The Visa Program Marks include:

- Visa Flag Symbol

## Visa Core Rules

### Visa Core Rules

#### Visa Core Rules and Visa Product and Service Rules

- Visa Brand Mark
- Visa Brand Name
- Visa Wordmark
- Dove Design
- Any other Mark that Visa adopts for use with the Visa Program

ID# 151014-010410-0006267

#### 1.3.2.2 Brand Prominence

Use of the Visa-Owned Marks must be consistent with the *Visa Product Brand Standards*. The Visa-Owned Marks must not appear less prominently than any other payment Marks.<sup>1</sup>

<sup>1</sup> There are certain exceptions to this requirement for the display of Visa Marks at the point of sale by a Merchant in the US Region or a US Territory.

ID# 151014-010410-0007761

#### 1.3.2.3 Use and Protection of the Visa-Owned Marks

The Visa Brand Mark must appear exactly as shown in the *Visa Product Brand Standards*.

A Member must cooperate with Visa to ensure protection of each of the Visa-Owned Marks and must ensure that all use of the Visa-Owned Marks, as well as the nature and quality of all services rendered under these Marks, complies with the Visa Rules.

If requested, a Member must supply Visa with samples of any materials produced by or for the Member that bear a Visa-Owned Mark.

ID# 151014-010410-0003581

#### 1.3.2.4 Card Design Requirements

All Card designs must comply with the *Visa Product Brand Standards*.

ID# 151014-010410-0006160

#### 1.3.2.5 Restricted Use of the Visa-Owned Marks

A Member must use the Visa-Owned Marks, including associated elements, only for the following:

## Visa Core Rules

### Visa Core Rules

#### Use of Marks

- To denote or promote a Visa Program or Visa products, offers, sponsorships, services, processing, or acceptance
- To promote a Member's Visa Program

ID# 151014-010410-0006308

#### 1.3.2.6 Member Use of Country Name with the Visa-Owned Marks

A Member must not use the name of a country with the Visa Brand Name or any other Visa-Owned Mark in its corporate name or other business name, unless Visa has granted exclusive jurisdiction to the Member under the *Visa International Certificate of Incorporation and Bylaws* and has granted express permission.

A country name may be used in a Member's corporate name in which the country name is an integral part.

ID# 151014-010410-0007643

#### 1.3.2.7 Use of "Visa" in Group Member Corporate Identity

In a country with a single Group Member, the Group Member may use "Visa" as a part of its corporate legal name and identity, as permitted in the Visa Rules.

In a country with multiple Group Members, a Group Member must not use "Visa" as part of its corporate legal name or identity. When multiple Group Members exist in the same country, 12 months after the formation of a new Group Member, an existing Group Member must not use the name "Visa" in its corporate name and identity.

ID# 151014-010410-0006274

#### 1.3.2.8 National Organization Use of Visa Name

A National Organization established in compliance with Article XVI of the *Visa International Certificate of Incorporation and Bylaws* may use "Visa" as part of its corporate legal name and identity, as provided in the Visa Rules.

ID# 151014-010410-0006276



##### 1.3.2.9 "Visa" as Part of Corporate Identity

A Member must obtain written approval from Visa to use the name "Visa" or any other Visa-Owned Mark as part of its corporate name or identity. If permission is granted, the name must be used:

- In the Member's corporate name, with the country identifier. The name "Visa" must not be used without the country identifier.
- In all media (for example, business cards, letterhead, press releases, websites), with a clear indication of actual corporate identity, including full legal name
- In a contract or legal instrument with third parties. The Member must clearly state that it does not have the authority to act (and is not acting) as an agent of, or represent, Visa or any affiliate of Visa.
- Solely for the promotion of Visa products and services

ID# 151014-010410-0007277

##### 1.3.2.10 Ownership of Visa-Owned Marks

A Member must not state or imply that it is the exclusive owner or provider of any Visa-Owned Mark, except as otherwise permitted in the Visa Rules.

ID# 151014-010410-0006503

##### 1.3.2.11 Visa Endorsement of Goods/Services

A Member must not use any of the Visa-Owned Marks to indicate that Visa endorses, is identified with, or sponsors goods or services other than those of Visa.

ID# 151014-010410-0006555

##### 1.3.2.13 Use of Visa-Owned Marks in Marketing Materials

In marketing collateral, a Member must not use:

- A Visa-Owned Mark in such a way that it could be mistaken for an actual Card and used in a Transaction
- The Visa Brand Name in any classified advertising section, except as specified in Section 3.2.2.6, "Permitted Merchant Use – US Region"
- The Visa Brand Name on a check

ID# 151014-010410-0008273

#### 1.3.2.14 Card Reproduction Prohibition

A Member must not distribute or display a reproduction of a Card as an indication of acceptance of Visa products at the Point-of-Transaction.

Only the Visa Brand Mark may be used to denote acceptance at the point of sale.

ID# 151014-010410-0006329

#### 1.3.2.15 Obscured/Defaced Visa-Owned Marks

No portion of a Visa-Owned Mark may be obscured, distorted, or defaced.

A Visa-Owned Mark that is a graphic design must not be used separately.

ID# 151014-010410-0003578

### 1.3.3 Protecting the Visa Brand

#### 1.3.3.1 Protecting the Visa Brand Reputation

No activities or materials may infringe, dilute, denigrate, or impair the goodwill and/or reputation of the Visa brand or Visa-Owned Marks.

ID# 151014-010410-0007762

#### 1.3.3.2 Prohibition of Marks Infringement and Brand Denigration

A Member's Visa Card Program, Visa Electron Program, Verified by Visa, or Visa TravelMoney Program materials, including Global Co-branded Card and Affinity/Co-Branded Card materials or other Member materials using any Mark(s) of the Visa Card Program, must not contain any matter that would tend to infringe, dilute, degrade, or denigrate any of the Visa-Owned Marks, Visa products, Visa services, or any Member or Merchant or impair the reputation or goodwill of Visa or the goodwill associated with the Marks.

An Issuer that engages in Dual Payment Card Marketing must ensure that all communications and marketing material relating to Marks, products, or services of a non-Visa general purpose payment card network, as designated by Visa, are not positioned in conjunction with Visa-Owned Marks, products, or services in a manner that dilutes or denigrates the Visa brand.

ID# 151014-140813-0025557

### 1.3.3.3 Marks Use and Marketing Restrictions

A Member must not adopt any Mark, or market, either directly or indirectly, any Visa product or service to consumers, Merchants, or other Members in a manner that has the likely effect of confusing, misleading, defrauding, or deceiving such consumers, Merchants, or Members, either as to the program, product, or service or the source, affiliation, sponsorship, or association of such program, product, or service. Such prohibited acts include, without limitation, making direct or indirect, false, confusing, or misleading statements or failing to disclose a material fact about the programs, products, or services, or any aspect thereof, of a Member, Visa, another Member, a Merchant, or a competitor.

ID# 151014-010410-0025558

### 1.3.3.4 Brand Protection and Use of the Visa-Owned Marks

A Member must not use the Visa-Owned Marks:

- In any manner that may bring the Visa-Owned Marks or Visa Inc. or its affiliates into disrepute
- In relation to, or for the purchase or trade of, photographs, video imagery, computer-generated images, cartoons, simulation, or any other media or activities including, but not limited to, any of the following:
  - Child pornography
  - Bestiality
  - Rape (or any other non-consensual sexual behavior)
  - Non-consensual mutilation of a person or body part

A Member that does not comply with these requirements will be subject to non-compliance assessments prescribed under the Global Brand Protection Program.

ID# 151014-010509-0007283

## 1.3.4 Marketing, Promotion, and Advertising Materials

### 1.3.4.1 Visa Review of Brand, Sponsorship, and Marketing Materials

A Member must obtain prior written approval from Visa for all of the following:

- Proposed designs for all Cards (including Non-Standard Cards and Reference Cards). These must be submitted to Visa before production and each time the design is changed.

## Visa Core Rules

### Visa Core Rules

#### Use of Marks

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- Use of any Visa-Owned Mark in the Member's sponsorship of any events, including a specific sporting, musical, artistic, or other event.<sup>1</sup> The Member must provide all advertising, promotions, and public relations material for each country in which the sponsorship activity will occur. If a Member plans sponsorship activities in an additional country at a later date, it must submit a new request.
- Dual Payment Card Marketing (including all offers, solicitations, promotions, and communications that include any Visa-Owned Marks or Visa-branded products), before production and distribution
- In the US Region, all marketing and promotional materials pertaining to the Visa Extras Program, before production and distribution
- In the US Region, use of Limited Acceptance signage for any purpose other than those permitted in the Visa Rules
- In the US Region, all marketing materials or other customer communications pertaining to any of the core and optional services, as specified in the implementation materials available from Visa, before production and distribution

A Member must submit brand or marketing-related materials containing a Visa-Owned Mark for review if requested by Visa.

A Member must use each Visa-Owned Mark within the scope of the written approval from Visa. After Notification from Visa, a Member must correct any improper use of any of any Visa-Owned Mark.

Visa review or approval of a Card design or brand or marketing-related materials does not:

- Replace the need for a Member to consult with its own legal counsel regarding the use of a Card design or brand or marketing-related materials
- Offer legal protection from possible infringement or other types of actions
- Relieve the Member of its responsibility for accurate disclosure and compliance with legal and regulatory requirements

A US Member must not use the Visa-Owned Marks in connection with a Member's promotion, offer, or solicitation of a Visa Card not defined as a US Covered Visa Debit Card, or the maintenance of a US Cardholder relationship for a Visa Card not defined as a US Covered Visa Debit Card, together with Marks that are associated with payment card products issued by the American Express Company, Discover Financial Services, and their subsidiaries or affiliates (including, by way of example and not limitation, "American Express," "Optima," "Discover," "Bravo," "Novus," and "Membership Rewards") or together with Marks associated with any other payment card company deemed competitive by the Board of Directors, if such Marks are owned or controlled by such competitors.

In the US Region or a US Territory, a Member may use the Marks of the American Express Company, MasterCard Worldwide (including Maestro), Discover Financial Services, or the subsidiaries or affiliates of these entities or other entities deemed competitive by Visa in connection with a Member's promotion, offer, or solicitation of a US Covered Visa Debit Card, or the maintenance of a Cardholder relationship for a US Covered Visa Debit Card.

## Visa Core Rules

### Visa Core Rules

#### Visa Core Rules and Visa Product and Service Rules

<sup>1</sup> Not applicable to the purchase of advertising not specifically tied to the sponsorship of these events

ID# 151014-140813-0027788

#### 1.3.4.2 Member Identification

A Member must identify itself by city and principal name, and may substitute a local Branch name and city, if desired, on all supplies, materials (including broadcast), and oral or written solicitations sent to current or prospective Cardholders or Merchants. A Member must not state or imply in these materials that any other Member's Cards or Merchant materials are being replaced, are invalid, or should be destroyed. A Member must not state or imply that Visa provided or endorsed the materials unless Visa designed them for Member use.

ID# 151014-010410-0006311

#### 1.3.4.3 Merchant Use of the Visa-Owned Marks in Promotions and Advertising

A Member must not allow a Merchant or other entity to use a Visa-Owned Mark for promotional or advertising purposes in any media, unless:

- The Visa Rules permit its use
- The Member distributes the material containing the Visa-Owned Mark
- In the US Region, the Member's name and city appear on the material containing the Visa-Owned Mark, as applicable

ID# 151014-010410-0008277

#### 1.3.4.4 Use of Competitive Marks with the Visa-Owned Marks

A Member may use certain Visa Program Marks on items other than Cards or for sponsorship activities with the Marks of the following or its subsidiaries or affiliates:

- American Express Company
- Discover Financial Services
- MasterCard Worldwide
- Any other entity Visa deems competitive

The overall appearance of this use must unmistakably convey the idea that the Visa-Owned Mark, when used on items other than Cards or for sponsorship activities, clearly identifies a product or service that is separate and distinct from any product or service of the entities listed above.

## Visa Core Rules

### Visa Core Rules

#### Use of Marks

A US Member must not use the Marks of the American Express Company, MasterCard Worldwide (including Maestro), Discover Financial Services, or the subsidiaries or affiliates of these entities on Visa Cards not defined as US Covered Visa Debit Cards, except that:

- A Wordmark may be used to denote ATM sharing only if it appears on the back of a Visa Card, as specified in Section 3.2.3.5, "Use of Cirrus Wordmark – US Region."
- The PULSE Mark may appear on the back of a Visa Check Card or a Visa Debit Card if the Issuer processes Non-Visa Debit Transactions.

A US Member may use the Visa Program Marks in conjunction with the Marks of these entities on items and materials other than Visa Cards provided that the overall appearance resulting from such use unmistakably conveys the idea that the Marks associated with Visa identify a product or service separate and distinct from any product or service of the American Express Company, MasterCard Worldwide (including Maestro), Discover Financial Services, or their subsidiaries or affiliates.

In the US Region or a US Territory, a Member may use the Marks of the American Express Company, MasterCard Worldwide (including Maestro), Discover Financial Services, or the subsidiaries or affiliates of these entities, or other entities deemed competitive by Visa, on US Covered Visa Debit Cards, as specified in the Visa Product Brand Standards, provided that the overall appearance resulting from such use unmistakably conveys the idea that the Marks associated with Visa identify a product or service separate and distinct from any product or service of the American Express Company, MasterCard Worldwide (including Maestro), Discover Financial Services, or their subsidiaries or affiliates.

ID# 151014-010410-0006327

#### 1.3.4.5 Visa Brand Mark on Cards

All Visa Cards and Visa Electron Cards must bear the Visa Brand Mark or Visa Brand Mark with the Electron Identifier on the front of the Card.

ID# 151014-010410-0003607

#### 1.3.4.6 Restricted Use of Other Marks

A Member must not use a Mark other than the Visa Brand Mark or Visa Brand Mark with the Electron Identifier on a Card to indicate Card acceptance at a Merchant Outlet outside the country of Card issuance.

A Mark owned by a Single Merchant may appear on a Card as part of an Affinity/Co-Brand Program approved by Visa. If the Mark is not one that is used as an identifier of payment services at Merchant Outlets other than those of the Single Merchant, this Mark is not considered to indicate payment acceptance.

## Visa Core Rules

### Visa Core Rules

#### Visa Core Rules and Visa Product and Service Rules

A Member may use non-Visa-owned brand Marks to indicate acceptance at Merchant Outlets solely within the country of Card issuance only if these non-Visa-owned brand Marks are clearly less prominent than the Visa Brand Mark or Visa Brand Mark with the Electron Identifier.<sup>1, 2</sup>

Except for the Account Number, a Visa Card must not bear any number or device, whether embossed, printed, etched, encoded, or otherwise affixed, that is used for international payment purposes.

A Member must not use the Marks of a non-Visa general purpose payment card network on a Visa Card without prior written consent from Visa.<sup>2</sup>

A Member may use the Visa Program Marks in conjunction with the Marks of these entities on items and materials other than Visa Cards provided that the overall appearance resulting from such use unmistakably conveys the idea that the Marks associated with Visa identify a product or service separate and distinct from any product or service of any non-Visa general purpose payment card network.

<sup>1</sup> This does not apply in the Canada Region to Cards bearing the Mark of the Interac Association.

<sup>2</sup> This does not apply in the US Region and US Territories to US Covered Visa Debit Cards.

ID# 151014-010410-0006326

#### 1.3.4.7 Prohibited Use of Competitive Trade Name or Mark

The following must not appear on any part of a Visa Card:

- Any Trade Name or Mark that identifies or is associated with any entity, or its subsidiaries or affiliates, deemed competitive by Visa,<sup>1</sup> including:
  - American Express Company
  - Discover Financial Services<sup>2</sup>
  - MasterCard Worldwide (including Maestro)<sup>3</sup>
- Any Trade Name or Mark that is confusingly similar to any other Visa-Owned Mark

<sup>1</sup> This does not apply in the US Region and US Territories for US Covered Visa Debit Cards.

<sup>2</sup> This does not apply in the US Region for Visa Cards bearing the Pulse Mark and Cards bearing the Plus Symbol.

<sup>3</sup> This does not apply in the LAC Region and US Region to certain Visa Cards bearing the Cirrus Wordmark.

ID# 151014-010410-0008458

## 1.4 Issuance

### 1.4.1 Issuance Conditions

#### 1.4.1.1 Offer/Issuance Conditions

A Member must not condition the offer or issuance of any payment card product bearing the Visa Program Marks or the maintenance of a Visa Cardholder relationship upon the possession or acceptance of a product bearing the Marks of the American Express Company, MasterCard Worldwide, Discover Financial Services, Diner's Club, JCB, or any other non-Visa general purpose payment card network, as designated by Visa, without the prior written consent of Visa.

In the US Region or in a US Territory, a Member may condition the offer or issuance of a US Covered Visa Debit Card, or the maintenance of a Cardholder relationship for a US Covered Visa Debit Card, upon the possession or acceptance of a product bearing the Marks of the American Express Company, MasterCard Worldwide, Discover Financial Services, Diner's Club, JCB, or any other non-Visa general purpose payment card network, as specified in the *Visa Product Brand Standards*.

ID# 151014-010410-0025568

#### 1.4.1.2 General Member Card Program Requirements – Canada Region

A Visa Canada General Member must:

- Operate its own Card program
- Issue Cards in its own legal name or in a Trade Name or Mark owned by the Member and approved by Visa, bearing the Visa-Owned Marks, to eligible Cardholders

ID# 151014-010410-0004091

### 1.4.2 Account Numbers

#### 1.4.2.1 BIN and Account Numbers

BIN and Account Number structures embossed, encoded, or printed on a Visa Card and Visa Electron Card

ID# 221014-010410-0003196



#### 1.4.3 Notification and Disclosure

##### 1.4.3.1 Notification of Card Use Restrictions

An Issuer must include language in its Cardholder agreement that a Card must not be used for any unlawful purpose, including the purchase of goods or services prohibited by applicable laws or regulations.

ID# 151014-010410-0000386

##### 1.4.3.2 International Transaction or Currency Conversion Fee Disclosure

An Issuer must provide a complete written disclosure of any fees that may be charged to a Cardholder for an International Transaction or when currency conversion occurs.

ID# 151014-010410-0000387

##### 1.4.3.3 Recurring Transaction Data on Cardholder Billing Statement

An Issuer must include on the Cardholder billing statement the data transmitted in the Clearing Record that both:

- Identifies a Recurring Services Merchant
- Enables the Cardholder to contact the Merchant

ID# 151014-010410-0004080

##### 1.4.3.4 Cardholder Signature on Card

When an Issuer issues or reissues a Card, the Issuer must:

- Advise the Cardholder to immediately sign the signature panel on the Card
- Indicate that the Card must be signed in order to be valid

ID# 151014-150211-0025977

#### 1.4.3.5 Disclosure of Visa Transaction Information – US Region

A US Issuer may only disclose Visa Transaction Information to third parties approved by Visa and for the sole purpose of:

- Supporting a loyalty program
- Providing fraud control services

This does not apply to a Commercial Visa Product Issuer.

ID# 151014-010410-0003555

#### 1.4.4 Issuer Operational Standards

##### 1.4.4.1 PIN Issuance

An Issuer must make a PIN available to each Cardholder for use with a Card, except as approved otherwise for either a:

- Non-Reloadable Card
- Visa Prepaid Card where cash access is restricted

ID# 151014-010410-0004019

##### 1.4.4.2 PIN Issuance Requirements

An Issuer must:

- Notify its Cardholders of PIN availability
- Successfully complete certification testing to demonstrate its capability to perform PIN Verification, or designate Visa to perform this function
- Ensure the security of the PIN
- Select Stand-In Processing Issuer options pertaining to a Transaction for which a PIN is used
- In the US Region, notify its Cardholders of the availability of the Visa ATM Network. An Issuer must provide the notification annually to all active Cardholders of all of the following:
  - Visa Check Card
  - Visa Signature

## Visa Core Rules

### Visa Core Rules

#### Visa Core Rules and Visa Product and Service Rules

- Visa Signature Preferred

ID# 151014-010210-0004571

#### 1.4.4.3 Issuer Responsibility for Stand-In Processing Authorizations

An Issuer is responsible for a Transaction authorized by Stand-In Processing.

ID# 151014-010410-0004386

#### 1.4.4.4 Issuer Credit Transaction Posting

An Issuer must post a Credit Transaction Receipt to a Cardholder's account:

- Within 5 calendar days from the Settlement date
- In the US Region, within 3 business days from the Settlement date. This does not apply to Visa Debit Cards.

ID# 151014-161010-0025743

## 1.5 Acceptance

### 1.5.1 General Acquirer Requirements

#### 1.5.1.1 Acquirer Jurisdiction and Restriction of Cross-Border Acquiring

An Acquirer must accept and submit Transactions into Interchange only from Payment Facilitators, Merchants, and Sponsored Merchants within that Acquirer's jurisdiction.

An Acquirer must accept Transactions only from a Merchant Outlet within the Acquirer's licensed Country of Domicile unless any of the following:

- The Acquirer is licensed to accept Transactions from a Merchant Outlet in another country.
- The Merchant is an International Airline and the Acquirer maintains the relationship in accordance with the provisions of the International Airline Program.
- The Merchant Outlet is, or is located in or on the premises of, a military base, embassy, or consulate or international governmental organization (for example: the United Nations) on foreign territory.<sup>1</sup>

**Effective through 17 October 2014**

## Visa Core Rules

### Visa Core Rules

#### Acceptance

A Payment Facilitator must not contract with a Sponsored Merchant that is outside the country in which the Payment Facilitator and its Acquirer are located unless either:

- The Sponsored Merchant is an International Airline and the Acquirer and Payment Facilitator maintain the relationship as specified in the Visa Rules regarding provisions of the International Airline Program
- The Sponsored Merchant is a military base, embassy, or consulate on foreign territory. Visa considers these Sponsored Merchants to be within the Acquirer's Country and Region of Domicile

#### Effective 18 October 2014

A Payment Facilitator must not contract with a Sponsored Merchant that is outside the country in which the Payment Facilitator and its Acquirer are located.

A Canada or US Acquirer may cross-border acquire Electronic Commerce Transactions and Mail/ Phone Order Transactions only as follows:

Table 1-10: Permitted Cross-Border Acquiring

Acquirer Region	Merchant Region	Cardholder Region	Currency Used in Advertising and Transaction Processing
Canada	US	Canada	CAN
US	Canada	US	USD

Visa may determine the country of a Merchant Outlet and an Acquirer's ability to contract with it based on an evaluation of the Merchant's business structure and any other information. A decision by Visa is final.

<sup>1</sup> Such a Merchant may contract with an Acquirer whose Country of Domicile is the Merchant's home country, the Merchant Outlet Country, or both.

ID# 151014-010410-0008552

### 1.5.1.2 Merchant Qualification Standards

#### Effective through 17 October 2014

Before entering into a Merchant Agreement, an Acquirer must ensure that the prospective Merchant is all of the following:

- Financially responsible
- Not engaged in any activity that could cause harm to the Visa system or the Visa brand
- Operating within an allowed jurisdiction

The Acquirer must also determine that there is no significant derogatory background information about any of the Merchant's principals.

#### Effective 18 October 2014

Before entering into a Merchant Agreement, an Acquirer or a Payment Facilitator must ensure that the prospective Merchant is all of the following:

- Financially responsible
- Not engaged in any activity that could cause harm to the Visa system or the Visa brand
- Operating within an allowed jurisdiction

The Acquirer or Payment Facilitator must also determine that there is no significant derogatory background information about any of the Merchant's principals.

ID# 151014-010410-0008478

#### 1.5.1.3 Submission of Illegal Transactions

An Acquirer must not knowingly accept from a Merchant for submission into the Visa payment system any Transaction that is illegal or that the Acquirer or Merchant should have known was illegal.

ID# 151014-151014-0028040

#### 1.5.1.4 Acquirer Use of Digital Certificates

An Acquirer that issues Digital Certificates to its Merchants or Payment Facilitators to enable them to access Visa-owned system components must use only Digital Certificates associated with Visa.

ID# 151014-010410-0004617

#### 1.5.1.5 Authorization Rejection Based on Internal Tables (Updated)

An Acquirer must not selectively reject or decline Authorization Requests based on an internally developed table of BINs or Account Numbers. This prohibition includes, but is not limited to, tables developed using the electronic or online versions of the Visa Interchange Directory.

In the US Region, this prohibition does not include Authorization Requests originating from a Limited Acceptance Merchant for Account Numbers that contain a BIN not accepted by the Merchant.

ID# 150415-010410-0008817

### 1.5.1.6 Acquirer Rights to Provide Merchant Information

#### Effective through 17 October 2014

An Acquirer must ensure that it has all necessary and appropriate rights under applicable laws or regulations, privacy policies, or agreements to provide Merchant information to Visa.

#### Effective 18 October 2014

An Acquirer or a Payment Facilitator must ensure that it has all necessary and appropriate rights under applicable laws or regulations, privacy policies, or agreements to provide Merchant information to Visa.

ID# 151014-300611-0026459

### 1.5.1.7 Termination of Merchant Agreement

#### Effective through 17 October 2014

After verifying that Visa has prohibited a Merchant or Sponsored Merchant from participating in the Visa or Visa Electron Program, an Acquirer must terminate the Merchant Agreement no later than the date specified by Visa.

If the Acquirer does not terminate the Merchant Agreement by the specified date, Visa may assess the Acquirer a non-compliance assessment.

An Acquirer that enters into a Merchant Agreement with a Merchant, Sponsored Merchant, or known principals of a Merchant or Sponsored Merchant that Visa has prohibited from participating in the Visa Program or Visa Electron Program may be assessed a non-compliance assessment.

#### Effective 18 October 2014

After verifying that Visa has prohibited a Merchant, Sponsored Merchant, or Payment Facilitator from participating in the Visa or Visa Electron Program, an Acquirer must terminate the Merchant Agreement or Payment Facilitator Agreement no later than the date specified by Visa.

If the Acquirer does not terminate the Merchant Agreement or Payment Facilitator Agreement by the specified date, Visa may assess the Acquirer a non-compliance assessment.

An Acquirer or Payment Facilitator that enters into a Merchant Agreement with a Merchant, Sponsored Merchant, or known principals of a Merchant or Sponsored Merchant that Visa has prohibited from participating in the Visa Program or Visa Electron Program may be assessed a non-compliance assessment.

ID# 151014-010410-0008241

## 1.5.2 Merchant Agreements

### 1.5.2.1 Merchant Agreement Requirements

An Acquirer must have a Merchant Agreement with each of its Merchants to accept Visa Cards and, if applicable, Visa Electron Cards. A Payment Facilitator must have a Merchant Agreement with each of its Sponsored Merchants.

The Merchant Agreement must include language that requires the Merchant to do all of the following:

- Perform its obligations under the Merchant Agreement in compliance with applicable laws or regulations
- Comply with the Visa Rules regarding use of the Visa-Owned Marks, Visa acceptance, risk management, Transaction processing, and any Visa products, programs, or services in which the Merchant is required to, or chooses to, participate
- Not knowingly submit any Transaction that is illegal or that the Merchant should have known was illegal
- **Effective through 17 October 2014**  
Include the right of Visa to limit or terminate the Acquirer's agreements with the Merchant
- **Effective 18 October 2014**  
Include the right of Visa to limit or terminate the Acquirer's agreement with the Merchant or the Payment Facilitator's agreement with the Sponsored Merchant

An Acquirer and a Payment Facilitator may accept Transactions only from an entity with which it has a valid Merchant Agreement.

ID# 151014-010410-0003356

### 1.5.2.2 Retention of Merchant Records

#### **Effective through 17 October 2014**

An Acquirer must keep a complete, well-documented file containing Merchant records, including any information connected to an investigation, for at least 2 years after Merchant Agreement termination.

A US Acquirer of a Merchant undergoing a forensic investigation must also notify Visa when it receives notice or otherwise becomes aware that the Merchant has terminated its Merchant Agreement.

#### **Effective 18 October 2014**

## Visa Core Rules

### Visa Core Rules

#### Acceptance

An Acquirer or a Payment Facilitator must keep a complete, well-documented file containing Merchant records, including any information connected to an investigation, for at least 2 years after Merchant Agreement termination.

A US Acquirer or a Payment Facilitator of a Merchant or Sponsored Merchant undergoing a forensic investigation must also notify Visa when it receives notice or otherwise becomes aware that the Merchant has terminated its Merchant Agreement.

ID# 151014-010410-0008474

### 1.5.3 Marks Display

#### 1.5.3.1 Display of Card Acceptance Marks

A Member or Merchant must display the appropriate Visa-Owned Marks to indicate which Cards it accepts for payment except in the case of a Merchant that either:

- Does not deal with the general public (for example: a private club)
- Is prohibited by trade association rules

ID# 151014-010410-0008496

#### 1.5.3.2 Limited Acceptance Merchant Signage – US Region

A US Acquirer must ensure that each of its Limited Acceptance Merchants is provided with Visa-approved signage representing the Limited Acceptance Category it has selected, in accordance with its Merchant Agreement. Specifications for appropriate signage are available from Visa.

ID# 151014-010410-0005110

### 1.5.4 Card Acceptance

#### 1.5.4.1 Accepting Visa Products for Payment

Visa Merchants displaying Visa acceptance Marks at payment locations agree to accept corresponding Visa-branded products for payment. If the customer indicates that he or she wants to pay with a Visa product, a Merchant must complete and process the Visa Transaction as defined in the Visa Rules.

ID# 151014-150210-0007777



### 1.5.4.2 Honoring All Visa Cards

Visa Merchants may not refuse to accept a Visa product that is properly presented for payment, for example, on the basis that the Card is foreign-issued,<sup>1</sup> or co-branded with the Merchant's competitor's Mark. Merchants may attempt to steer customers who initially present a Visa Card to an alternative method of payment, such as by providing discounts for cash, but may not do so in a confusing manner that denies consumer choice. Merchants may also consider whether present circumstances create undue risk, for example if the sale involves high-value electronics, but the Card signature panel is not signed, and the Cardholder does not have any other identification.

<sup>1</sup> In the Canada Region, the US Region, and Australia, Merchant may decline to accept certain categories of Visa products for domestically issued Cards.

ID# 151014-150210-0007778

### 1.5.4.3 Honor All Cards

A Merchant must accept all Cards properly presented for payment.

If a Merchant does not deal with the public (for example: a private club), it complies with this requirement if it accepts Cards from its members.

This does not apply:

- To Contactless-Only Acceptance Devices, as specified in Section 5.7.2.3, "Deployment of Contactless-Only Acceptance Devices"
- In the Canada Region, the US Region, and Australia, to certain categories of Visa products for domestically issued Cards

ID# 151014-150210-0008591

### 1.5.4.4 Honor All Cards – Canada Region

In the Canada Region, unless a Merchant has elected to not be a Visa Debit Acceptor, a Merchant that accepts Visa Cards must accept any valid Visa Card that a Cardholder properly presents for payment. This means that the Merchant must permit the Cardholder to choose whether to pay for a transaction with that Visa Card or with some other means of payment accepted by the Merchant.

Canada Merchants that have elected to be a Visa Debit Acceptor may choose whether or not to accept domestic Visa Credit Cards. Similarly, Merchants that have elected to be a Visa Credit Acceptor may choose whether or not to accept Visa Debit Category Cards issued by Canada Issuers.

## Visa Core Rules

### Visa Core Rules

#### Acceptance

If a Canada Cardholder presents a Visa Card that bears a Mark representing another payment service, the Merchant may not intentionally mislead the Cardholder concerning what payment service or system will be used. If the Merchant provides any information regarding the customer's rights related to various transaction choices, that information must be accurate.

ID# 151014-140612-0008392

#### 1.5.4.5 Honor All Cards – US Region

A US Merchant that wishes to accept Visa Cards must accept any valid Visa Card in its category of acceptance that a Cardholder properly presents for payment. This means that the Merchant must permit the Cardholder to choose whether to pay for a transaction with that Visa Card or with some other means of payment accepted by the Merchant. The Merchant may request or encourage a Cardholder to use a means of payment other than a Visa Card.

ID# 151014-010410-0002867

#### 1.5.4.6 Selection of Payment System – US Region

In the US Region, if a Cardholder presents a Visa Card that is in the Merchant's category of acceptance and that bears a Mark representing another payment service:

- The Merchant must honor the Cardholder's request if the Cardholder indicates that the transaction is to be processed as a Visa Transaction.
- The Merchant may process the transaction as something other than a Visa Transaction despite an initial indication by the Cardholder that the transaction is to be processed as a Visa Transaction, but only if the Cardholder agrees that the transaction may be processed as something other than a Visa Transaction. The Merchant may not mislead the Cardholder concerning what payment service or system will be used. If the Merchant provides any information regarding the customer's rights related to various transaction choices, that information must be accurate.

ID# 151014-010410-0002868

#### 1.5.4.7 Limited Acceptance Merchant Requirements – US Region

A US Merchant that accepts Visa Cards may choose Limited Acceptance.

A US Merchant that accepts all Visa Cards or a Limited Acceptance category of Visa Cards must accept any valid Visa Card issued by a non-US Issuer, as specified in the Visa Rules.

ID# 151014-010410-0008680

### 1.5.4.8 Limited Acceptance Notification Requirements – US Region

A US Acquirer must register with Visa and provide reporting on any Merchant that elects to be a Limited Acceptance Merchant.

ID# 151014-010410-0005609

### 1.5.4.9 Chip Card Acceptance Requirements

The Card and Cardholder must be present for all Chip-initiated Transactions.

If a Chip-initiated Transaction is declined by the Issuer, the Transaction must not be processed by any other means.

ID# 151014-150210-0004845

### 1.5.4.10 Visa Mini Card Merchant Acceptance Requirements

A Merchant that accepts Visa Cards must both:

- Attempt to accept a Visa Mini Card
- Request a corresponding standard-sized Card, if available, if either the:
  - Acceptance Device is unable to read the Magnetic Stripe on the Visa Mini Card
  - Full Account Number is not placed on the Visa Mini Card

ID# 151014-010410-0027521

### 1.5.4.11 Uniform Services – Acquirer Requirements

An Acquirer must both:

- Accept all Cards properly presented for payment
- Offer and render services uniformly to all Cardholders<sup>1</sup>

This does not apply to Contactless-Only Acceptance Devices, as specified in Section 5.7.2.3, "Deployment of Contactless-Only Acceptance Devices."

<sup>1</sup> This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant.

ID# 150415-010410-0005302

#### 1.5.4.12 Uniform Services – Merchant Requirement

A Merchant must process Transactions with its Acquirer's Cardholders and other Members' Cardholders in exactly the same manner.

This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant.

ID# 150415-010410-0003018

#### 1.5.4.13 Discount Offer – US Region and US Territories

In the US Region and a US Territory, a Merchant may request or encourage a Cardholder to use a means of payment other than a Visa Card or a Visa Card of a different product type (e.g., Visa Classic Card, Visa Traditional Rewards Card, Visa Signature Card) than the Visa Card the consumer initially presents. Except where prohibited by applicable laws or regulations, the Merchant may do so by methods that include, but are not limited to:

- Offering the consumer an immediate discount from the Merchant's list, stated, or standard price, a rebate, a free or discounted product or service, or any other incentive or benefit if the consumer uses a particular general purpose payment card with an acceptance brand other than a Visa Card or other particular means of payment
- Offering the consumer an immediate discount from the Merchant's list, stated, or standard price, a rebate, a free or discounted product or service, or any other incentive or benefit if the consumer, who initially presents a Visa Card, uses instead another general purpose payment card or another means of payment
- Expressing a preference for the use of a particular general purpose payment card or means of payment
- Promoting the use of a particular general purpose payment card with an acceptance brand other than Visa or means of payment through posted information, through the size, prominence, or sequencing of payment choices, or through other communications to consumers
- Communicating to consumers the reasonably estimated or actual costs incurred by the Merchant when a consumer uses a particular general purpose payment card or means of payment or the relative costs of using different general purpose payment cards or means of payment

ID# 151014-010410-0008590

### 1.5.4.14 Acquirer Requirements – Discount at the Point of Sale – US Region and US Territories

In the US Region or a US Territory, an Acquirer must not adopt, maintain or enforce any rule (including any bylaw, policy, standard, guideline, or practice), or enter into or enforce any agreement that directly or indirectly prohibits, prevents, or restrains its Merchants from requesting or encouraging a Cardholder to use a means of payment other than a Visa Card or a Visa Card of a different product type (e.g., Visa Classic Card, Visa Traditional Rewards Card, Visa Signature Card) than the Visa Card the consumer initially presents. The methods by which a Merchant may request or encourage a Cardholder to use a means of payment other than a Visa Card or a Visa Card of a different product type include but are not limited to the methods specified in Section 1.5.4.13, "Discount Offer – US Region and US Territories."

In the US Region or a US Territory, an Acquirer may enforce agreements or enter into agreements with its Merchants where the Merchant selects Visa Cards as the only general purpose payment cards the Merchant will accept.

ID# 151014-200711-0026490

### 1.5.4.15 Incentive to Use Other Payment Method – US Region

A US Merchant may offer a non-monetary benefit to a Cardholder as an inducement for the Cardholder to use a means of payment other than a Visa Card.

A Merchant may offer a monetary benefit in the form of a discount, as specified in Section 1.5.4.13, "Discount Offer – US Region and US Territories," as an inducement for the Cardholder to use a means of payment other than a Visa Card.

ID# 151014-010410-0002870

### 1.5.4.16 Credit Refund Requirements

A Merchant must provide a credit refund in connection with a Transaction by a Credit Transaction Receipt, not by cash or check.

This does not apply to:

- Airlines, if required by applicable tariffs, laws, or regulations

A Merchant must not:

- Accept payment from a Cardholder for the purpose of depositing funds to the Cardholder's account

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#### Acceptance

- Process a Credit Transaction Receipt without having completed a previous retail Transaction with the same Cardholder

These restrictions do not apply to:

- The loading of value to a Visa Prepaid Card that participates in the Visa Prepaid Load Service
- In the US Region, the loading of value to a Visa Prepaid Card or to another Non-Visa Branded Account that participates in Visa ReadyLink

In the US Region or in a US Territory, the Merchant must refund any US Credit Card Surcharge assessed on the Credit Transaction amount. For partial refunds, the US Credit Card Surcharge amount must be pro-rated.

In Australia, the Merchant must refund any Surcharge assessed on the Transaction amount. For partial refunds, the Surcharge amount must be pro-rated.

ID# 151014-010410-0003076

## 1.5.5 Card Acceptance Prohibitions

### 1.5.5.1 Prohibition of Minimum or Maximum Transaction Amount

A Merchant must not establish a minimum or maximum Transaction amount as a condition for honoring a Visa Card or Visa Electron Card.

This does not apply to a Transaction initiated with a Visa Credit Card issued in the US Region or a US Territory used at a Merchant Outlet in the US Region or a US Territory.

ID# 151014-210710-0026405

### 1.5.5.2 Surcharges

A Merchant must not add any amount over the advertised or normal price to a Transaction, unless applicable laws or regulations expressly require that a Merchant be permitted to impose a surcharge. Any surcharge amount, if allowed, must be included in the Transaction amount and not collected separately.

This does not apply in the AP Region for New Zealand under certain terms and conditions, as communicated to Members in New Zealand. Further information is available from Visa.

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This does not apply in the US Region and US Territories to Visa Credit Card Transactions, as specified in Section 5.6.1.3, "US Credit Card Surcharge Requirements – US Region and US Territories."

ID# 151014-080613-0006948

#### 1.5.5.3 Cardholder Identification

A Merchant may request Cardholder identification in a Face-to-Face Environment. If the name on the identification does not match the name on the Card, the Merchant may decide whether to accept the Card. If the Cardholder does not have or is unwilling to present Cardholder identification, the Merchant must honor the Card.

ID# 151014-151112-0027481

#### 1.5.5.4 Payment of Existing Debt

A Merchant must not accept a Card to collect or refinance an existing debt unless either:

- The Transaction results from conversion of a Merchant's existing card program to the Visa Program or Visa Electron Program.
- The Merchant is a government agency and the Transaction represents a loan payment. In this case, the Transaction amount must not equal the loan balance unless it is the final payment.

At the option of Visa, a Merchant may accept a Visa Card or Visa Electron Card as payment for an existing debt. A Merchant must not accept a Visa Card or Visa Electron Card as payment for a debt that is considered uncollectible (for example: payments to a collection agency). This does not apply to a US Merchant.

A Merchant must not:

- Accept Cardholder payments for previous Card charges
- Complete a Transaction that represents the collection of a dishonored check

ID# 151014-010410-0006945

#### 1.5.5.5 Scrip Prohibition

An Acquirer or Merchant must not accept a Visa Card for the purchase of Scrip, except in Sub-Saharan Africa.<sup>1</sup>

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#### Acceptance

<sup>1</sup> Angola, Botswana, Comoros, Eritrea, Ethiopia, Gambia, Ghana, Kenya, Lesotho, Liberia, Malawi, Mauritius, Mozambique, Namibia, Nigeria, Rwanda, Sierra Leone, Somalia, Seychelles, Sudan, Swaziland, Tanzania, Uganda, Zambia, Zimbabwe. Includes: Mascarene Is., Rodrigues Is.

ID# 151014-010410-0008708

#### 1.5.5.6 Merchant Cash Disbursement Prohibition

A Merchant must not provide cash to a Visa Cardholder unless the Merchant is either:

- Participating in Visa Cash-Back Services
- A Hotel or Cruise Line

This does not apply in the CEMEA Region to Members in South Africa.

ID# 151014-010410-0006952

#### 1.5.5.7 Visa Prepaid Card Cash Redemption

A Visa Prepaid Card must not be redeemed for cash by a Merchant that accepts the Visa Prepaid Card.

ID# 151014-010410-0025713

### 1.5.6 Card and Cardholder Verification Requirements

#### 1.5.6.1 Authorized Card User

An Acquirer or a Merchant must validate that the presenter of a Card is authorized to use the Card, as specified in Section 5.5.1.1, "Card and Cardholder Validation in a Face-to-Face Environment."

ID# 151014-151014-0028041

#### 1.5.6.2 Electronic Commerce Data Protection

An Acquirer must ensure that its Electronic Commerce Merchant offers Cardholders a Data Protection Method, such as Verified by Visa or Secure Sockets Layer (SSL).

ID# 151014-010410-0008632



## 1.5.7 Transaction Receipts

### 1.5.7.1 Cardholder Acceptance of Unknown Amount

A Merchant must not require a Cardholder to sign a Transaction Receipt or enter a PIN until the final Transaction amount is entered on the Transaction Receipt or displayed to the Cardholder, except for an Automated Fuel Dispenser Transaction.

ID# 151014-010410-0003120

## 1.5.8 Merchant Deposits

### 1.5.8.1 Transactions Resulting from Other Entities

A Merchant must deposit only Transactions that it has completed.<sup>1</sup>

A Payment Facilitator may deposit a Transaction between a Cardholder and a Sponsored Merchant of the Payment Facilitator, but must not deposit a Transaction on behalf of another Payment Facilitator.

<sup>1</sup> This does not apply in the:

- AP Region for government payments in Australia
- CEMEA Region for Domestic Transactions at Unattended Cardholder-Activated Terminals and Government Payments in Russia
- US Region for the Government and Education Payment Program

ID# 151014-010410-0002981

### 1.5.8.2 Payments to Merchants, Sponsored Merchants, and Payment Facilitators (Updated)

An Acquirer must pay or credit its Merchant's, Sponsored Merchant's, or Payment Facilitator's account promptly after Transaction Receipt Deposit. These payments must be the same as the Transaction totals, less any Chargebacks, Credit Transaction Receipts, or other agreed fees and discounts.

**Effective 18 October 2014**

An Acquirer may directly pay or credit only:

- A Merchant
- A Payment Facilitator, on behalf of a Merchant or Sponsored Merchant

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#### Acceptance

- A Sponsored Merchant for its portion of the Deposit, if the Acquirer also contracts with the Payment Facilitator

#### Effective through 17 October 2014

A Payment Facilitator must pay or credit its Sponsored Merchant's account promptly after Transaction Receipt Deposit. These payments must be the same as the Transaction totals, less any applicable discounts or Credit Transaction Receipt totals.

#### Effective 18 October 2014

If a Payment Facilitator receives payment from an Acquirer, it must pay or credit its Sponsored Merchant's account promptly after Transaction Deposit. These payments must be the same as the Transaction totals, less any applicable deductions or Credit Transaction Receipt totals.

#### Effective 1 December 2014

In the LAC Region, a Brazil Acquirer or Payment Facilitator of domestic credit Transactions must pay or credit its Merchant's or Sponsored Merchant's account no later than 32 days after Transaction Receipt Deposit.

For all other Transactions, a Brazil Acquirer or Payment Facilitator must pay or credit its Merchant's or Sponsored Merchant's account no later than 5 days after Transaction Receipt Deposit.

ID# 150415-010410-0008850

### 1.5.9 Travelers Cheques

#### 1.5.9.1 Travelers Cheque Acceptance Requirements

A Member must accept and encash all Cheques denominated in currencies usually exchanged in the local market.

A Member's encashment policy must be as favorable for Cheques as for other cheque brands.

ID# 151014-010410-0002657

#### 1.5.9.2 Travelers Cheque Signature Comparison

Visa guarantees reimbursement for a Cheque amount if the Member complies with the following encashment procedures:

When encashing a Cheque, a Member must:

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- Witness the customer countersigning the Cheque in the lower left signature area
- Compare the countersignature with the signature appearing in the upper right signature area. If the signatures appear similar, the Member may accept the Cheque.

If the Member is uncertain about the similarity of the signatures, it may request that the customer sign the Cheque on the back and provide identification. If the Member is satisfied with the identification comparison, it may accept the Cheque.

If a Cheque has already been countersigned, or if the presenter is not the original purchaser of the Cheque, the Member must only accept the Cheque if the presenter is a known customer and full recourse is available.

ID# 151014-010410-0008947

## 1.6 ATM

### 1.6.1 ATM Requirements

#### 1.6.1.1 Compliance with Visa Product and Service Rules: ATM

ATM rules are contained in the *Visa Product and Service Rules: ATM*.

ID# 221014-151014-0028042

## 1.7 Transaction Processing

### 1.7.1 General Processing

#### 1.7.1.1 Authorization, Clearing, and Settlement of International Transactions through VisaNet

A Visa participant must authorize, clear, and settle messages for international Visa Transactions through VisaNet and report to Visa all domestic Visa Transactions processed outside of VisaNet.

In some jurisdictions, a participant must authorize, clear, and settle all Visa Transactions through VisaNet, which enhances Visa's ability to manage risks, meet consumer expectations, and provide leading fraud-protection solutions.

ID# 151014-010410-0007788

### 1.7.1.2 BIN Processing Capability

A Member and VisaNet Processor must be capable of accepting and processing a BIN for any Visa-defined purpose.

ID# 151014-010410-0008895

### 1.7.2 Data Requirements

#### 1.7.2.1 Complete and Valid Data in Authorization Requests and Clearing Records

An Acquirer must ensure that all Authorization Requests and Clearing Records contain complete, accurate, and valid data.

If an Authorization is obtained, any data in the subsequent Clearing Record must be the same as, or consistent with, comparable data in the Authorization Request and Authorization Response.

ID# 151014-010410-0008752

### 1.7.3 Acquirer Authorization Requests

#### 1.7.3.1 Required Authorization Processing through VisaNet

An Acquirer must process an Authorization for an International Transaction through VisaNet, as specified in Section 1.7.1.1, "Authorization, Clearing, and Settlement of International Transactions through VisaNet."

ID# 151014-010410-0003369

#### 1.7.3.2 Authorization Currency and Conversion

An Authorization Request must be expressed in USD or the Transaction Currency.

If the Transaction Currency is not USD, an Acquirer may convert the Authorization amount into USD before sending the Authorization Request to Visa. If the Acquirer converts the Authorization amount, it must use a generally accepted Currency Conversion Rate.

An Acquirer must submit an Authorization Request for an ATM Cash Disbursement and a Manual Cash Disbursement in the Transaction Currency.

ID# 151014-010410-0008803

#### 1.7.4 Issuer Authorization Processing

##### 1.7.4.1 Original Credit Transaction Stand-In Processing

For an Original Credit Transaction initiated as an enhanced format Online Financial Transaction (0200 message), VisaNet will respond to an Originating Member on behalf of a Recipient Member that does not accept an Authorization Request by sending either:

- An Approval Response, if no exception occurs
- A Decline Response, if an exception occurs, including one where a Recipient Member is prohibited from accepting an Original Credit Transaction

ID# 151014-191013-0027563

##### 1.7.4.2 Decline Response Prohibition for Electronic Commerce Transactions

An Issuer must not systematically send a Decline Response to an Authorization Request for an Electronic Commerce Transaction coded with Electronic Commerce Indicator 6 unless there is an immediate fraud threat.

This prohibition does not apply to Visa Cards issued with restrictions that are either:

- Clearly communicated to the Cardholder (for example: a Card product issued for use exclusively in a Card-Present Environment)
- Stipulated by a Cardholder participating in Visa Payment Controls

An Issuer is deemed to be non-compliant if it exceeds 500 Authorizations a month and a decline rate of 50% or more for Transactions containing Electronic Commerce Indicator 6.

ID# 151014-010410-0004389

##### 1.7.4.3 Decline Response Prohibition for Visa Checkout

An Issuer must not send a Decline Response to an Authorization Request for a Transaction solely because the Transaction is conducted through Visa Checkout.

ID# 151014-150412-0026993

##### 1.7.4.4 Referral Responses – Prohibited Transaction Types (Updated)

An Issuer must not send a Referral Response to an Authorization Request for any of the following:

- An ATM or Electronic Commerce Transaction
- A Telephone Service Transaction with MCC 4814 (Telecommunication Services)
- An Authorization Request that contains a Token. This does not apply to an Issuer in the Visa Europe Territory.

ID# 150415-010410-0008832

#### 1.7.4.5 Reversal of Duplicate Authorizations

An Issuer must reverse a duplicate Authorization Transaction from its Cardholder's account upon receipt of a Reversal.

ID# 151014-010410-0004383

#### 1.7.5 Clearing

##### 1.7.5.1 Transaction Currency for Original Presentments

An Acquirer must enter all original Presentments into Interchange in the exact amount of Transaction Currency authorized by the Cardholder.

ID# 151014-010410-0008358

##### 1.7.5.2 Transaction Receiving Decline Response (Updated)

An Acquirer must not enter a Transaction into Interchange that has received a Decline Response unless the Transaction complies with one of the following:

- Received a subsequent approval<sup>1</sup>
- Originates from a Merchant assigned MCC 4111, 4112, or 4131 and all of the following:
  - The Transaction uses the data from the original Transaction.
  - The Merchant has not submitted more than 2 Authorization Requests after the initial Decline Response.
  - The Merchant has submitted either or both Authorization Requests within 14 calendar days of the initial Decline Response.
- **Effective through 27 February 2015**  
In the US Region, is a Preauthorized Transaction

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- **Effective 28 February 2015**

Is a Preauthorized Transaction as specified in "7.3.7.4 Preauthorized Transaction Decline Response"

<sup>1</sup> This does not include a Transaction that receives an Authorization Pickup Response 04, 07, 41, or 43 or an Authorization Request submitted more than 12 hours after the submission of the first Authorization Request.

ID# 150415-010410-0005701

#### 1.7.5.3 Transaction Receipts with Illegible or Invalid Account Numbers

If an Acquirer that receives a Transaction Receipt with an illegible or invalid Account Number contacts the Issuer for assistance in obtaining the Account Number, the Issuer:

- Must assist the Acquirer
- May require that all requests be in writing

If the Acquirer is not able to identify the Issuer, the Acquirer that first received the Transaction Receipt is liable, unless the Acquirer can identify the Issuer within 12 months of the Transaction Date and clear the Transaction Receipt directly with the Issuer.

A Transaction processed under these procedures is not subject to Chargeback reason code 74 (Late Presentment).

ID# 151014-151014-0029041

#### 1.7.6 Settlement

##### 1.7.6.11 Reimbursement for Valid Transactions

An Issuer must pay the Acquirer the amount due for a Transaction occurring with the use of a valid Card. This includes Transactions resulting from geographically restricted Card use outside the country of issuance.

ID# 151014-010410-0006558

#### 1.7.7 Reversals and Adjustments

##### 1.7.7.1 Online Financial Transaction Reversal Requirements

An Acquirer must process a Reversal for an Online Financial Transaction if either the:

- Acquirer, Merchant, or Acceptance Device did not receive an Authorization Response
- Transaction is subsequently voided or cancelled

ID# 151014-010410-0005477

#### 1.7.7.2 Transaction Processing Subsequent to an Authorization Reversal

A Merchant must not deposit, and an Acquirer must not process, a Transaction that either:

- Was subsequently reversed for the full amount
- Represents the amount of the partial Authorization Reversal

ID# 151014-010410-0025598

#### 1.7.7.3 Transaction Reversal or Adjustment

A Merchant must process a Reversal or an Adjustment within 30 calendar days<sup>1</sup> if it processed a Transaction in error.

The debit must be reversed using a Reversal Transaction code or an Adjustment message.

<sup>1</sup> In the US Region, 45 calendar days for PIN-Authenticated Visa Debit Transactions

ID# 151014-010410-0008614

#### 1.7.7.4 Member Reversal of Duplicate Data

A Member that detects duplicate data or is notified by Visa that it has processed duplicate data must reverse the data and do all of the following:

- Identify the Processing Date of the Transaction that it is reversing
- Maintain all data from the duplicated Transaction, except for the appropriate Reversal codes
- Send the Reversals to Visa (or, in the case of a Domestic Transaction under a Private Agreement, to the Receiving Member) within one business day of detection or notification of the duplicate data

ID# 151014-010410-0008878



#### 1.7.7.5 Issuer Reversal of a Duplicate Transaction

An Issuer must reverse any duplicate Transaction from its Cardholder's account upon receipt of Reversal information. Visa reverses the duplicate Transaction using either the:

- Appropriate Basic Currency Conversion Rate
- Currency Conversion Rate effective on the Processing Date of the duplication

Visa assesses the responsible Members any foreign exchange loss due to currency fluctuation between the Processing Date of the duplicate data and the Reversal date using the VisaNet fee collection process.

ID# 151014-010410-0008879

#### 1.7.7.6 Credit Reversals and Debit Adjustments

An Acquirer may initiate a credit Reversal only to correct inadvertent processing errors.

The Acquirer must process a credit Reversal or a debit Adjustment within 30<sup>1</sup> calendar days of the Processing Date of the initial credit Transaction.

<sup>1</sup> In the US Region, 45 calendar days for PIN-Authenticated Visa Debit Transactions

ID# 151014-010410-0008880

## 1.8 Processing Products

### 1.8.1 Original Credits

#### 1.8.1.1 Original Credit Acceptance

A Member must accept an incoming Original Credit Transaction<sup>1</sup> unless prohibited by applicable laws or regulations.

If prohibited by applicable laws or regulations, the Member must submit a written request to Visa to block incoming Original Credit Transactions.

<sup>1</sup> In the US Region, this requirement applies only to incoming Money Transfer Original Credit Transactions.

ID# 151014-091210-0004062

## Visa Core Rules

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#### Interchange

##### 1.8.1.2 Original Credit Transaction Verification of Posting

When requesting confirmation or applicable proof from a Recipient Member that funds have been posted to a recipient Cardholder's Visa account, an Originating Member must submit the request through Visa Resolve Online.

A Recipient Member must respond to the Originating Member's confirmation request through Visa Resolve Online within 5 calendar days from the date of inquiry.

ID# 151014-200413-0027329

##### 1.8.1.3 Money Transfer Original Credit Transaction Acceptance (Updated)

A Member must accept an incoming Money Transfer Original Credit Transaction unless prohibited by applicable laws or regulations. If prohibited by applicable laws or regulations, a Member must submit a written request to Visa to block incoming Money Transfer Original Credit Transactions.

ID# 150415-010410-0026073

## 1.9 Interchange

### 1.9.1 Interchange Reimbursement Fee (IRF) Determination and Payment

#### 1.9.1.3 Interchange Reimbursement Fee Rate Sheets and Guides

The Interchange Reimbursement Fee (IRF) is based on several factors. These primarily include Card type, Merchant type, and Transaction type. Interchange Reimbursement Fee rates are available to Members through regional online resources or Visa account executives. Interchange requirements are contained in the Visa Rules and the applicable domestic or regional Interchange Qualification Guide. In addition, there are many other types of Visa transactions, such as Original Credits, ATM inquiries, etc., that are detailed in the Visa Rules.

ID# 151014-010410-0006577

#### 1.9.1.4 Visa Right to Adjust Interchange Reimbursement Fees

If Interchange Reimbursement Fees are inappropriately received or paid on Transactions, Visa reserves the right to rectify the improper allocations in the event of Visa, VisaNet, or Visa computer systems errors, under the conditions and process specified in Section 9.12.1, "Interchange Reimbursement Fee Adjustments."

This provision is not applicable to Transactions involving Issuers or Acquirers in the Visa Europe Territory.

ID# 151014-010410-0007959

## 1.10 Risk

### 1.10.1 Corporate Risk Reduction

#### 1.10.1.2 Member Risk Reduction Requirements

Upon receipt of instructions imposing conditions, as specified in the applicable Visa Charter Documents, a Member or its agent must implement risk reduction measures that may include, but are not limited to, the following:

- Prohibiting or limiting any of the following actions:
  - Issuing new or reissued Cards
  - Signing or re-signing Merchants
  - Using an independent sales organization
- Blocking the Authorization of Transactions or prohibiting Acquirers from obtaining Authorization for Transactions on behalf of certain Merchants
- Terminating some or all Merchants that:
  - Conduct Transactions where the Cardholder is not present or where goods or services are to be delivered after the Transaction Date
  - Receive a volume of Chargebacks that substantially exceeds the system average
- Pledging collateral to secure one or more of the following:
  - A Member's or agent's obligations to Visa and reimbursement to Visa for any expenses incurred to ensure compliance
  - The liquidity impact to Visa of Settlement or other payments due to Visa from a Member, its affiliates, or its Clearing Processor as approved by Visa
  - Reimbursement to Visa for any expenses incurred to ensure compliance

- Consolidating into a single Funds Transfer Settlement Reporting Entity all or some of the Settlement payments in a Settlement Currency of a Member and its affiliates or of a Clearing Processor as approved by Visa for one or more Members arising from one or more Settlement systems operated by Visa or its subsidiaries or affiliates, operated privately, or by a third party, in order to reduce the liquidity impact of such Settlement payments on Visa (Settlement Payment Consolidation) or risk of Settlement Loss (as defined in Section 9.01 of the *Visa International Certificate of Incorporation and Bylaws* and the *Visa U.S.A. Inc. Certificate of Incorporation and Bylaws*).
- Redirecting Settlement funds to avoid potential losses, as specified in Section 1.7.6.6, "Visa Rights in Calculating Settlement," including, but not limited to, the following:
  - Rerouting Settlement funds around the financial institution that normally holds the Member's or agent's funds
  - Holding funds to ensure the correct application of Cardholder funds
  - Holding funds for the payment of Merchants
  - Holding funds for the future payment of Chargebacks
  - Withholding funds for the purpose of obtaining collateral or meeting other Member obligations
  - Prohibiting or limiting a Member's right to sponsor Participant Members
- Requiring a Member to change one or more of its designated agents

Visa is not obligated to take these actions to protect any Member, Merchant, Sponsored Merchant, or Cardholder from financial injury.

ID# 151014-010410-0005057

#### 1.10.1.3 Visa Right to Terminate Merchants, Payment Facilitators, or Sponsored Merchants

Visa may permanently prohibit a Merchant, Payment Facilitator, Sponsored Merchant, or any other entity, or one of its principals, from participating in the Visa Program or Visa Electron Program for any reasons it deems appropriate, such as:

- Fraudulent activity
- Presenting Transaction Receipts that do not result from an act between a Cardholder and a Merchant or Sponsored Merchant (laundering)
- Entering into a Merchant Agreement or Payment Facilitator Agreement under a new name with the intent to circumvent the Visa Rules
- Activity that causes the Acquirer to repeatedly violate the Visa Rules

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- Activity that has resulted in Visa prohibiting the Merchant, Sponsored Merchant, or Payment Facilitator from participating in the Visa Program or Visa Electron Program
- Exceeding the Global Merchant Chargeback Monitoring Program thresholds
- Any other activity that may result in undue economic hardship or damage to the goodwill of the Visa system

Visa may contact a Merchant, a Sponsored Merchant, or a Payment Facilitator directly, if warranted.

ID# 151014-010410-0007120

#### 1.10.1.4 Acquirer Responsibility for Costs Due to Failure to Terminate a Merchant

An Acquirer is responsible for all costs incurred by Visa due to the Acquirer's failure to terminate a Merchant, Sponsored Merchant, or Payment Facilitator. This includes attorney's fees and costs of any legal action undertaken by Visa to protect the goodwill of the Visa system or to prevent further harm to Members and Cardholders.

ID# 151014-010410-0007117

#### 1.10.1.5 Visa Anti-Bribery Program (Updated)

Visa maintains an anti-bribery compliance program designed to comply with the requirements and restrictions of the *United States Foreign Corrupt Practices Act* and other anti-bribery laws. A Member must cooperate with Visa in the administration of the Visa anti-bribery program, including, but not limited to, the following:

- Complete, upon request, the *Visa Anti-Bribery Policy Questionnaire/Certification* form disclosing the level of ownership, control, and influence of any non-US government, agency, or instrumentality thereof in the Member
- Notify Visa when a non-US government acquires (either as one agency or collectively through different agencies or instrumentalities) an equity interest of 30% or more in the Member

This does not apply to US Members.

ID# 150415-130809-0008836

#### 1.10.1.6 Anti-Money Laundering Program Requirement

A Member must implement and maintain an anti-money laundering program that is reasonably designed to prevent the use of the Visa system to facilitate money laundering or the financing of terrorist activities.

ID# 151014-010410-0000652

#### 1.10.1.7 Visa Anti-Money Laundering Program – Member Requirements

A Member must cooperate with Visa in the administration of the Visa anti-money laundering program, including, but not limited to, the following:

- Completing the *Anti-Money Laundering/Anti-Terrorist Financing Compliance Questionnaire/Certification* form when requested by Visa and returning the form within the time limit specified by Visa
- Assisting Visa in guarding against Card issuance and Merchant acquiring in circumstances that could facilitate money laundering or the financing of terrorist activities
- Identifying circumstances of heightened risk and instituting policies, procedures, controls, or other actions specified by Visa to address the heightened risk
- Providing a copy of the Member's anti-money laundering plan if requested by Visa
- Ensuring the adequacy of the applicable controls implemented by designated agents of the Member

ID# 151014-010410-0000653

#### 1.10.1.8 Anti-Money Laundering Program Compliance

If Visa determines that a Member or the Member's designated agent has failed to comply with Section 1.10.1.6, "Anti-Money Laundering Program Requirement," and Section 1.10.1.7, "Visa Anti-Money Laundering Program – Member Requirements," Visa may impose conditions on or require additional actions of the Member or the Member's designated agent to prevent possible money laundering or financing of terrorist activities. These actions may include, but are not limited to, the following:

- Implementation of additional policies, procedures, or controls
- Termination of a Merchant Agreement
- Termination of a Cardholder agreement
- Termination of an agent agreement
- Termination of Visa membership

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- Non-compliance assessments
- Other action that Visa in its sole discretion determines to take with respect to the Member or the Member's designated agent

ID# 151014-010410-0000654

### 1.10.2 Brand Protection

#### 1.10.2.1 Acquirer Brand Protection Requirements

An Acquirer must both:

- Ensure that a Merchant, Payment Facilitator, or Sponsored Merchant does not accept Visa Cards for, or display a Visa-Owned Mark on a website that is used in relation to, the purchase or trade of photographs, video imagery, computer-generated images, cartoons, simulation, or any other media or activities including, but not limited to, activities listed in Section 12.7.8.1, "Global Brand Protection Program Non-Compliance Assessments for Illegal or Prohibited Transactions"
- Within 7 calendar days of Notification from Visa, correct the violation or, if requested by Visa, terminate a Merchant, Payment Facilitator, High-Brand Risk Merchant, or High-Risk Internet Payment Facilitator, or require the Payment Facilitator or High-Risk Internet Payment Facilitator to terminate its agreement with the Sponsored Merchant or High-Brand Risk Sponsored Merchant that is in violation

ID# 151014-010611-0026376

#### 1.10.2.2 Global Brand Protection Program – Requests for Information

An Acquirer must provide information relating to any request for information presented by Visa, its designees, or any regulatory agency, as required under the Global Brand Protection Program.

The Acquirer must provide the required information in writing as soon as possible, but no later than 7 business days following receipt of the request for information.

ID# 151014-010611-0026384

#### 1.10.3 Investigations

##### 1.10.3.1 Investigation Assistance to Other Members

A Member must assist other Members in an investigation of fraudulent activity with a Visa Card or Visa Electron Card by performing tasks including, but not limited to, the following:

- Interviewing Merchants, Sponsored Merchants, Cardholders, suspects, witnesses, and law enforcement personnel
- Obtaining handwriting samples, photographs, fingerprints, and any other similar physical evidence
- Recovering lost, stolen, or Counterfeit Cards
- Providing information to proper authorities for the possible arrest of suspects, at the Issuer's request
- Performing any other reasonable investigative assistance
- Inspecting the facilities of credit card manufacturers, embossers, encoders, mailers, and chip embedders

ID# 151014-010410-0007122

##### 1.10.3.2 Investigation Assistance Standards – CEMEA Region

A CEMEA Member must respond to a request from another CEMEA Member, Visa, or a law enforcement agency

ID# 221014-010410-0002249

#### 1.10.4 Information Security

##### 1.10.4.1 Account and Transaction Information Security Requirements

A Member must:

- Maintain all materials or records in any form that contains account or Transaction Information in a safe and secure manner with access limited to authorized personnel, as specified in the Payment Card Industry Data Security Standard (PCI DSS)



## Visa Core Rules

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- Ensure that agreements and contracts with agents and Merchants clearly establish their responsibilities to meet Visa standards, the liabilities for failure to meet the standards, and the requirement to allow for inspections by the Member or Visa
- Ensure that all agents and Merchants with access to account or Transaction Information comply with the Payment Card Industry Data Security Standard (PCI DSS)
- Ensure that all agents and Merchants do not store any of the following subsequent to Authorization:
  - Full contents of any data taken from the Magnetic Stripe (on a Card, in a Chip, or elsewhere)
  - Card Verification Value 2
  - PIN or the encrypted PIN block
  - Verified by Visa or 3-D Secure verification data
- Comply with, and ensure that all agents and Merchants use Payment Applications that comply with, the Payment Application Data Security Standard (PA-DSS)
- Upon request, certify to Visa that agents and Merchants are in compliance with the Payment Card Industry Data Security Standard (PCI DSS)

A US Member must also comply, and ensure that its Merchants, agents, and other third parties with access to account or Transaction Information comply, with the requirements of the Cardholder Information Security Program.

ID# 151014-010410-0002228

#### 1.10.4.2 Cardholder and Transaction Information Security – US Region

A US Acquirer must ensure that its Merchant does all of the following:

- Immediately notifies Visa, through its Acquirer, of the use of a Third Party Agent
- Ensures that the Third Party Agent implements and maintains all of the security requirements specified in the Cardholder Information Security Program
- Immediately notifies Visa, through its Acquirer, of any suspected or confirmed loss or theft of material or records that contain account information
- Demonstrates its ability to prevent future loss or theft of account or Transaction information, consistent with the requirements of the Cardholder Information Security Program

ID# 151014-010410-0008031

#### 1.10.4.3 Cardholder and Transaction Information Disclosure Limitations

An Acquirer must obtain the prior written consent of the Issuer and Visa before disclosing a Cardholder's Account Number, personal information, or other Transaction Information to a third party that is not the Agent of the Acquirer for the sole purpose of completing a Transaction. The Acquirer must ensure that its Agents and the Agents' employees both:

- Make no further disclosure of the information
- Treat the information as confidential

An Acquirer or Merchant may only disclose Transaction Information to third parties for the sole purpose of one or more of the following:

- Supporting a loyalty program
- Providing fraud control services
- Assisting the Merchant in completing the initial Merchant Transaction

An Agent must not disclose an Account Number, Cardholder personal information, or other Transaction Information to third parties, other than for the sole purpose of completing the initial Merchant Transaction or with the permission of the Issuer, Acquirer, or Visa. Any such disclosure must be subject to strict, written, confidentiality obligations.

ID# 151014-010611-0026337

#### 1.10.4.4 Fraud and Criminal Activity Reporting

A Member must immediately report all fraudulent activity or other criminal risk activity to Visa.

ID# 151014-010410-0007790

#### 1.10.4.5 Issuer Fraud Activity Reporting

An Issuer must report Fraud Activity to Visa through VisaNet, as specified in the *Fraud Reporting System (FRS) User's Guide*, when either a:

- Fraudulent User has obtained a Card or Account Number
- Card was obtained through misrepresentation of identification or financial status

The Issuer must report the Fraud Activity upon detection, but no later than:

- 90 calendar days from the Transaction Date

- 30 calendar days following the receipt of the Cardholder's dispute notification, if the notification is not received within the 90-calendar day period

At least 90% of rejected Fraud Activity must be resubmitted and accepted into the Fraud Reporting System.

If an Issuer does not comply with these fraud reporting requirements, the Issuer is subject to non-compliance assessments.

ID# 151014-010410-0002389

#### 1.10.4.6 Counterfeit Activity Reporting

An Acquirer must report both:

- Counterfeit activity through VisaNet, using the appropriate fraud advice transaction code in the same manner as specified for Issuers in Section 1.10.4.5, "Issuer Fraud Activity Reporting"
- A counterfeit Transaction within 60 calendar days of a Chargeback, when no Representment or Arbitration right is available

ID# 151014-010410-0002395

#### 1.10.5 High-Brand Risk Merchants

##### 1.10.5.1 High-Brand Risk Acquirer Requirements

An Acquirer of High-Brand Risk Merchants, High-Risk Internet Payment Facilitators, or High-Brand Risk Sponsored Merchants must do all of the following:

- Participate in the Visa Merchant Trace System (VMTS), where available and permitted under applicable laws or regulations, and both:
  - Query VMTS before entering into an agreement with a prospective Electronic Commerce Merchant or Mail/Phone Order Merchant or Sponsored Merchant
  - List any Electronic Commerce Merchant or Mail/Phone Order Merchant or Sponsored Merchant that has been terminated for just cause on VMTS
- Provide Visa with a suspect violation report if a Merchant or Agent is identified by the Member as processing illegal or prohibited Transactions<sup>1</sup>

<sup>1</sup> Visa may waive or suspend non-compliance assessments to accommodate unique or extenuating circumstances or if violations of the Visa Rules are identified and rectified before receipt of formal Notification from Visa that a violation has occurred.

ID# 151014-011211-0026382

#### 1.10.5.2 High-Brand Risk Acquirer Capital Requirements

An Acquirer that has not previously acquired Transactions from Electronic Commerce Merchants, Mail/Phone Order Merchants, or Sponsored Merchants classified as high-brand risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs," must both:

- Be financially sound (as determined by Visa)
- Be rated above-standard (a Visa Member risk rating of "A" or "B") and meet a minimum equity requirement of USD 100 million<sup>1</sup>

<sup>1</sup> Visa may waive these requirements in exchange for assurance and evidence of the imposition of risk controls satisfactory to Visa. This may include, but is not limited to, the pledging of additional collateral.

ID# 151014-010611-0026383

#### 1.10.6 Recovered Cards

##### 1.10.6.1 Recovered Card Return Requirement

An Acquirer must return a recovered Visa Card and Visa Electron Card to the Issuer.

ID# 151014-010410-0001782

#### 1.10.7 Counterfeit Losses

##### 1.10.7.1 Assignment of Liability for Counterfeit Transactions

Visa assigns liability to the Issuer or Acquirer for counterfeit Transactions, based on the following priorities in the order shown:

- The Acquirer, if the Merchant identified on a Risk Identification Service Chargeback Exception Report contributed to the origination of the Counterfeit Transaction Receipt<sup>1</sup>
- The Acquirer first receiving the Counterfeit Transaction Receipt, if the BIN is not assigned to a Member

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- The Acquirer that submitted the Transaction into Interchange, if an Authorization was required and not obtained or the Account Number encoded on the Magnetic Stripe of a Visa Card was authorized but was different than the embossed or printed Account Number submitted into Interchange<sup>1</sup>
- The Issuer identified by the manufacturer product information printed on the reverse side of the Visa Card, if the counterfeit Visa Card was recovered and resulted from either the loss or theft of an unembossed and unencoded Visa Card<sup>1</sup>
- The Issuer, if its BIN appears on the Counterfeit Transaction Receipt or Clearing Record for the counterfeit Transaction<sup>1</sup>

For a Transaction Receipt with an illegible or invalid Account Number, an Acquirer must comply with the applicable rules for counterfeit losses if it appears that a Transaction Receipt resulted from the use of either a:

- Counterfeit Card
- Misembossed or Misencoded Visa Card

<sup>1</sup> For qualifying Transactions, the EMV liability shift, as specified in Section 1.11.1.3, "EMV Liability Shift Participation," takes precedence over this section to assess liability in the event of a conflict.

ID# 151014-010410-0001812

### 1.10.8 Agents

#### 1.10.8.1 VisaNet Processor Registration

A Member that uses a VisaNet Processor, whether or not the VisaNet Processor is itself a Member, must submit to Visa a *VisaNet Processor and Third Party Registration and Designation (Exhibit 5E)* before using the VisaNet Processor.

A Member that uses a non-Member as a VisaNet Processor must ensure that the non-Member submits to Visa a *VisaNet Letter of Agreement (Exhibit 5A)* before using the non-Member as a VisaNet Processor.

ID# 150415-080514-0025870

#### 1.10.8.2 Losses Resulting from Unauthorized Use – VisaNet Processors

For losses resulting from Unauthorized Use, Visa may collect funds from one of the following, in the order listed:

- Member that caused the loss
- VisaNet Processor that processed the Transaction, if either:
  - No Member is directly responsible for the Unauthorized Use
  - The responsible Member does not meet its financial obligations
- Members using the VisaNet Processor, if the VisaNet Processor does not meet its financial obligations

ID# 151014-080514-0025888

#### 1.10.8.3 VisaNet Processor Contingency Plans

A Member must have in place contingency plans for its VisaNet Processors in the event of failure, including bankruptcy, insolvency, or other suspension of business operations. The contingency plans must be provided to Visa upon request.

ID# 151014-080514-0025877

#### 1.10.8.4 VisaNet Processor Disclosure of Account or Visa Transaction Information

A Member, in the event of the failure, including bankruptcy, insolvency, or other suspension of business operations of one of its VisaNet Processors, must ensure that the VisaNet Processor does not sell, transfer, or disclose any materials that contain Cardholder Account Numbers, personal information, or other Visa Transaction Information to any other entity. The Member must ensure that its VisaNet Processor either:

- Returns this information to the Member
- Provides acceptable proof of secure destruction of this information to the Member

ID# 151014-080514-0025875

#### 1.10.8.5 Third Party Agent Contract

A Third Party Agent must have a direct written contract with a Member to perform services on behalf of the Member.

ID# 151014-080514-0025892

### 1.10.8.6 Third Party Agent Registration Requirements

A Member must register a Third Party Agent with Visa. The Member must both:

- Use the Visa Membership Management application
- Complete the appropriate regional forms

Registration must be completed before the performance of any contracted services or Transaction activity.

Visa may deny or reject a Third Party Agent's registration at any time with or without cause.

A Third Party Agent is exempt from the registration requirements and the associated fees if it only provides services on behalf of its affiliates (including parents and subsidiaries) that are Members that own and control at least 25% of the Third Party Agent.

ID# 151014-080514-0025893

### 1.10.8.7 Merchant Third Party Agent Registration Requirements

A Member must register with Visa a Third Party Agent that has been engaged by any of its Merchants before the performance of any contracted services by the Third Party Agent on behalf of the Merchant.

Registration of a Third Party Agent is specific to each Member, and requires a separate registration by each Member for any Third Party Agent that either:

- Uses its BIN. For an LAC Member, the registration is per Member, per country, and per agent.
- Provides contracted services on behalf of the Member or its Merchants

ID# 151014-080514-0025894

### 1.10.8.8 Assignment of Liability for Third Party Agents

If a Member fails to meet its responsibilities regarding Third Party Agents, Visa assigns liability in the following order of precedence:

- The Member from whose performance or nonperformance (including by its Third Party Agents) the loss arose
- The Member, if any, that sponsored the above Member, with limitations specified in the *Visa International Certificate of Incorporation and Bylaws*, Section 2.11
- BIN Licensees of BINs used in Transactions, with limitations specified in Section 1.1.9.3, "Liabilities and Indemnifications"

- Other BIN users, in an order determined by Visa

ID# 150415-080514-0025904

#### 1.10.8.9 Losses Resulting from Unauthorized Use of Third Party Agents

For losses resulting from Unauthorized Use, Visa may collect funds from one of the following, in the order listed:

- Member that caused the loss
- Members using the Third Party Agent

ID# 151014-080514-0025905

#### 1.10.9 Card Manufacturing and Distribution

##### 1.10.9.1 Card Security Staff Requirements

An Issuer must have a qualified fraud control and Card security officer and staff that are primarily responsible for all areas of security for Visa Cards and Visa Electron Cards. The security staff must do all of the following:

- Investigate all fraudulent use of the Issuer's Visa Cards or Visa Electron Cards
- Plan and supervise the manufacturing, embossing, encoding, printing, and mailing of the Issuer's Visa Cards or Visa Electron Cards
- Plan and supervise the physical protection of the Issuer's Center and building
- Participate in Center employee background investigations

ID# 151014-010410-0002394

##### 1.10.9.3 Visa Product Personalization (Updated)

An Issuer that personalizes Visa Products on its own behalf must create and maintain a secure environment.

An Issuer that personalizes Visa Products on behalf of other Issuers must comply with all of the following:

- *Payment Card Industry (PCI) Card Production – Physical Security Requirements*



- *Payment Card Industry (PCI) Card Production – Logical Security Requirements*
- Applicable regional Issuer personalization policy

For each Third Party Agent performing Instant Card Personalization Issuance, the Issuer must validate the Third Party Agent's compliance with the *Visa Global Instant Card Personalization Issuance Security Standards*, and complete an annual self-audit against the *Visa Global Instant Card Personalization Issuance Security Standards*, for each location.

ID# 150415-010410-0025518

### 1.10.9.4 Use of Approved Manufacturers, Approved Personalizers, and Approved Fulfillment Vendors

An Issuer that does not perform its own manufacturing, personalization, or fulfillment must do all of the following:

- Use an Approved Manufacturer to manufacture or print Visa Products
- Ensure that the Approved Manufacturer is posted on the *Global Registry of Service Providers* and complies with the *Payment Card Industry (PCI) Card Production – Physical Security Requirements*
- Use an Approved Personalizer or Visa (if applicable) to personalize Visa Products, unless using an Instant Card Personalization Issuance Agent or another Issuer
- Ensure that the Approved Personalizer is posted on the *Global Registry of Service Providers*
- Use an Approved Fulfillment Vendor to package, store, or ship Visa Products unless using a Distribution Channel Vendor for pre-manufactured, commercially ready Visa Products
- Ensure that the Approved Fulfillment Vendor is posted on the *Global Registry of Service Providers*
- Immediately notify Visa if the Approved Manufacturer, Approved Personalizer, and/or Approved Fulfillment Vendor is unable to complete its responsibilities
- Contract through another Issuer, an Approved Manufacturer, an Approved Personalizer, an Approved Fulfillment Vendor, or Visa (if applicable) for the production, personalization, or fulfillment of Visa Products
- Review completed Card products for accuracy, including embossing, printing, and encoding

ID# 151014-010410-0025517

### 1.10.9.6 Use of Distribution Channel Vendors

An Issuer that uses a Distribution Channel Vendor must validate annually the Distribution Channel Vendor's compliance with the *Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors*.

ID# 151014-010410-0025520

### 1.10.9.9 Mailing of Individual Personalized Visa Products

An Issuer must do all of the following:

- Proof and prepare Visa Products for mailing under dual control in a high-security area separate from other operations
- Prevent unauthorized entry into the area
- Ensure that Cardholder addresses, including postal codes, are complete and correct
- Maintain stuffed, sealed, and stamped envelopes in a vault under dual control until mailing
- Record the exact date, time, and place of mailing for each Visa Product
- Report any Visa Products lost in the mail to Visa, the postal authorities, and the appropriate carrier

ID# 151014-010410-0025519

## 1.11 Dispute Resolution

### 1.11.1 Chargebacks

#### 1.11.1.1 Chargeback and Representment Process

After receiving a Presentment, an Issuer may charge back a Transaction to the Acquirer under the conditions specified in *Visa Product and Service Rules: Dispute Resolution*. Similarly, the Acquirer may represent the Transaction to the Issuer.

The Issuer must not charge back the Transaction a second time, with the exception of reason code 93 (Merchant Fraud Performance Program), and the Acquirer must not represent the Transaction a second time.

The following provisions apply to US Domestic Transactions:

- If requested by the Acquirer, and permitted under applicable law, the Issuer should provide the Cardholder's address.
- An Acquirer must not process a Transaction as a first Presentment if the Transaction has been previously charged back.

A Member may have the right to file for Arbitration after completing the Chargeback/Representment cycle. In some instances, Compliance may be available.

ID# 221014-171009-0003277

### 1.11.1.2 Attempt to Settle

Before initiating a Chargeback, the Issuer must attempt to honor the Transaction.

If the attempt fails and the Issuer has already billed the Transaction to the Cardholder, the Issuer must credit the Cardholder for the Chargeback amount.

An Issuer must credit its Cardholder's account for the amount in dispute, whether or not a Chargeback was initiated, if the dispute involves an Electronic Commerce Transaction that meets the conditions of any of the following Chargeback reason codes:

- 30 (Services not Provided or Merchandise Not Received)
- 41 (Cancelled Recurring Transaction)
- 53 (Not as Described)
- 83 (Fraud – Card-Absent Environment)
- 85 (Credit Not Processed)

The Issuer must not be reimbursed twice for the same Transaction.

A Cardholder must not be credited twice as a result of both a:

- Chargeback
- Credit processed by a Merchant

ID# 151014-171009-0003287

### 1.11.1.3 EMV Liability Shift Participation (Updated)

The EMV Liability Shift applies to qualifying Transactions, as follows:

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### Dispute Resolution

**Table 1-12: EMV Liability Shift Participation**

Region	Transactions in EMV Liability Shift effective before 1 October 2015	Transactions in EMV Liability Shift effective 1 October 2015	Transactions in EMV Liability Shift effective 1 October 2017
AP Region	All domestic, intraregional, and interregional <sup>1</sup> counterfeit POS Transactions, except Domestic Transactions in China and Japan  In addition, for Australia and New Zealand only, all domestic, intraregional, <sup>2</sup> and interregional <sup>1</sup> counterfeit ATM Transactions	All domestic, intraregional, and interregional <sup>1</sup> counterfeit POS Transactions, except Domestic Transactions in China  All domestic, intraregional, and interregional <sup>1</sup> counterfeit ATM Transactions, except China, India, Japan, and Thailand	All domestic, intraregional, and interregional counterfeit POS and ATM Transactions, except Domestic Transactions in China
Canada Region	All domestic and interregional <sup>1</sup> POS and ATM Transactions <sup>3</sup>		
CEMEA Region <sup>4</sup>	All domestic, intraregional, and interregional <sup>1</sup> POS and ATM Transactions <sup>3</sup>		
LAC Region	All domestic, <sup>5</sup> intraregional and interregional <sup>1</sup> POS and ATM Transactions <sup>3</sup>		
US Region	Not applicable	All domestic and interregional <sup>1</sup> counterfeit POS Transactions, except Transactions at Automated Fuel Dispensers	All domestic and interregional counterfeit POS and ATM Transactions
Visa Europe	All domestic, intraregional, and interregional <sup>1</sup> POS and ATM Transactions <sup>3</sup>		
<sup>1</sup> Among Visa Regions and individual countries participating in the EMV Liability Shift			
<sup>2</sup> Between Australia and New Zealand			
<sup>3</sup> Counterfeit, lost, stolen, and "not received item" (NRI) fraud only			
<sup>4</sup> Including Afghanistan and Pakistan			
<sup>5</sup> Except for fraudulent qualifying domestic Visa Easy Payment Service Transactions completed with a lost or stolen Card or "not received item" (NRI)			

ID# 150415-010410-0008190

#### 1.11.2 Arbitration and Compliance

##### 1.11.2.1 Invalid Arbitration or Compliance Case Rejection

If Visa determines that an Arbitration or Compliance request is invalid, it may reject the case and retain the filing fee.

ID# 151014-171009-0001449

##### 1.11.2.2 Arbitration and Compliance Committee Decision

The Arbitration and Compliance Committee bases its Arbitration or Compliance decision on all information available to it at the time of reaching the decision, including, but not limited to, the provisions of the Visa Rules effective on the Transaction Date and may, at its sole discretion, consider other factors, such as the objective of ensuring fairness. The decision is delivered to both Members and is final and not subject to any challenge, except for any right of appeal permitted in the *Visa Product and Service Rules: Dispute Resolution*.

ID# 221014-131012-0027133

##### 1.11.2.3 Arbitration or Compliance Financial Liability

An Arbitration or Compliance decision may result in either:

- One Member assigned full liability
- Members sharing financial liability

The responsible Member is financially liable for all of the following:

- Transaction amount
  - If the opposing Member is responsible, the requesting Member may collect this amount from the opposing Member through VisaNet.
  - For US Domestic Transactions, Visa will debit or credit through Visa Resolve Online the Members involved as appropriate.
- Review fee
- Filing fee

When the case is adjudicated, Visa will collect the filing and review fees through the Global Member Billing Solution from the responsible Member.

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### Visa Core Rules

#### Fees and Non-Compliance Assessments

Either Member in an Arbitration or Compliance dispute may also be liable for a non-compliance assessment for each technical violation of the applicable Visa Rules. Technical non-compliance assessments do not apply to Members in the Visa Europe Territory.

ID# 150415-171009-0003623

#### 1.11.2.4 Arbitration or Compliance Appeal

The decision on any permitted appeal of an Arbitration or Compliance ruling is final and not subject to any challenge.

ID# 151014-171009-0001440

## 1.12 Fees and Non-Compliance Assessments

### 1.12.1 Fee Assessment by Visa

#### 1.12.1.2 Card Service Fee Collection

Visa assesses and collects Card service fees through the Global Member Billing Solution or other designated method.

ID# 151014-010410-0007886

#### 1.12.1.4 Fee Adjustments

If Visa confirms that a Member has either underpaid or overpaid its fees, Visa may process a fee adjustment. The fee adjustment time period is limited to the 2 years before the date that either of the following occurred:

- The overpayment or underpayment was reported to Visa by the Member.
- Visa discovered that an adjustment was due to the Member.

Visa reserves the right to collect an underpayment from a Member beyond the 2-year period.

In the AP Region, Card service fees paid will be refunded for the most recent quarter. The Member must submit its refund request within 60 days from the close of the quarter in question. For all other fees, the provisions specified above apply.

## Visa Core Rules

### Visa Core Rules

#### Visa Core Rules and Visa Product and Service Rules

Any collection or refund does not include interest.

ID# 151014-010410-0026403

### 1.12.3 Non-Compliance Assessments

#### 1.12.3.1 Visa Right to Impose Non-Compliance Assessments

The Visa Rules contain enforcement mechanisms that Visa may use for violations of the Visa Rules. The Visa Rules specify the procedure for the allegation and investigation of violations and the rules and schedules for non-compliance assessments.

A Member that does not comply with the Visa Rules will be subject to non-compliance assessments.

These procedures and non-compliance assessments are in addition to enforcement rights available to Visa under other provisions of the Visa Rules, or through other legal or administrative procedures.

Visa may assess, suspend, or waive non-compliance assessments, in whole or in part, to accommodate unique or extenuating circumstances.

ID# 151014-010410-0007280

#### 1.12.3.2 General Non-Compliance Assessment Schedule

The non-compliance assessments specified in Table 1-13, "General Schedule of Non-Compliance Assessments," are in addition to any other non-compliance assessments specified in the Visa Rules.

**Table 1-13: General Schedule of Non-Compliance Assessments**

Violation	Non-Compliance Assessment
First violation of rule	Warning letter with specific date for correction and USD 1,000
Second violation of same rule in a 12-month period after Notification of first violation	USD 5,000
Third violation of same rule in a 12-month period after Notification of first violation	USD 10,000
Fourth violation of same rule in a 12-month period after Notification of first violation	USD 25,000
5 or more violations of same rule in a 12-month period after Notification of first violation	Visa discretion

## Visa Core Rules

### Visa Core Rules

#### Fees and Non-Compliance Assessments

Violation	Non-Compliance Assessment
If the 12-month period is not violation-free and the fines total USD 25,000 or more	Additional non-compliance assessment equal to all non-compliance assessments levied during that 12-month period

ID# 151014-010410-0000482

#### 1.12.3.3 Determination of Violation of the Visa Rules

Determination of a violation of the Visa Rules may be made based on either:

- The response from a Member to a Notification of investigation and other available information. Visa will determine whether a violation of the Visa Rules has occurred.
- The Member's failure to respond to a Notification of investigation and to provide all information requested

ID# 151014-010410-0001052

#### 1.12.3.4 Notification of Determination of Violation

Visa will notify a Member if it determines that a violation of the Visa Rules has occurred, or if it determines that a violation is continuing to occur, and will specify a date by which the Member must correct the violation. The Notification will advise the Member of all of the following:

- Reasons for such determination
- Non-compliance assessment amount
- Right to appeal the determination and/or the non-compliance assessments for the violation

Visa may require a Member to submit a compliance plan to resolve the violation.

ID# 151014-010410-0001053

#### 1.12.3.5 Non-Compliance Assessment Member Responsibility

A non-compliance assessment is imposed by Visa on a Member. A Member is responsible for paying all non-compliance assessments, regardless of whether it absorbs them, passes them on, or increases them in billing its customer (for example: Cardholder or Merchant). A Member must not represent to its customer that Visa imposes any non-compliance assessment on its customer.

ID# 151014-010410-0001054



### 1.12.3.7 Repeated Non-Compliance

Repetitive violations of the Visa Rules incur heavier non-compliance assessments or other actions. A violation of any rule qualifies as a repetitive violation only if the violating Member does not correct it by the date specified in the Notification.

ID# 151014-010410-0003645

### 1.12.3.8 Non-Compliance Assessments for Repetitive Violations

Non-compliance assessments increase for repetitive violations of the Visa Rules within any 12-month period. The 12-month period begins on the date of the most recent Notification of the violation and ends following a 12-month period free of violations of that rule.

ID# 151014-010410-0000478

### 1.12.3.10 Willful Violations of the Visa Rules

In addition to the non-compliance assessments specified in the Visa Rules, a Member found to have willfully violated the Visa Rules, adversely affecting the goodwill associated with the Visa system, brand, products and services, operation of the Visa Systems, or operations of other Members will be subject to a further non-compliance assessment. A violation is considered "willful" if the Member knew, or should have known, or its knowledge can be fairly implied, that its conduct constituted a violation of the Visa Rules.

When determining the amount of a non-compliance assessment, in addition to the criteria above, all of the following will be considered:

- Type of violation
- Nature of the damage, including the amount incurred by Visa and its Members
- Repetitive nature of the violation
- Member history or prior conduct
- Effect of the assessment upon the safety and soundness of the Visa system and the Member, including the Member committing the violation
- Any other criteria Visa deems appropriate

ID# 151014-010410-0007288

### 1.12.3.11 Enforcement Appeals

A Member may appeal a determination of a violation or non-compliance assessment to Visa, as follows:

- The Member's appeal letter must be received by Visa within 30 days of the Member's receipt of the Notification of the violation or non-compliance assessment.
- The appealing Member must submit with the appeal any new or additional information necessary to substantiate its request for an appeal.
- A fee of USD 5,000 will be assessed to the Member upon receipt of the appeal. This fee is refundable if the appeal is upheld.

A Member may submit arguments supporting its position. All decisions are final and not subject to challenge.

ID# 151014-150211-0025975



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## Part 2: Visa Product and Service Rules



## 2 Licensing and Numerics Management

### 2.1 Membership

#### 2.1.1 Member Acquisitions and Mergers

##### 2.1.1.1 Member Acquisition upon Regulatory Closure – Assuming Organization Membership – US Region

In the US Region, an assuming organization that is not a Member at the time of its assumption of Visa programs and that is eligible for membership must:

- Submit to Visa a *Client Licensing Application* agreement within 10 calendar days after the assuming organization's assumption of the Visa programs
- Submit the appropriate membership materials within the time specified by Visa
- Meet any conditions of membership within 30 calendar days of the assuming organization's assumption of the Visa programs

ID# 151014-010410-0025752

##### 2.1.1.2 Member Acquisition upon Regulatory Closure – Membership Category Requirements – US Region

In the US Region, if an Assuming Member is not authorized to engage in one or more of the assumed Visa programs, the Assuming Member must both:

- Submit the appropriate membership materials within the time specified by Visa
- Meet any conditions of membership within 30 calendar days of Assuming Member's assumption of the Visa programs

ID# 151014-010410-0025750

##### **2.1.1.3 Member Acquisition upon Regulatory Closure – Assuming Organization Failure to Submit Required Materials – US Region**

In the US Region, if an assuming organization is not a Member of Visa at the time of its assumption of Visa programs and does not submit the required Client Licensing Application within the time specified in Section 2.1.1.1, "Member Acquisition upon Regulatory Closure – Assuming Organization Membership – US Region," the assuming organization both:

- Must cease all operations of the Visa programs and use of the Visa-Owned Marks
- Is liable for all losses, costs, damages, and expenses (including attorneys' fees and expenses) to Visa and its Members resulting from its unauthorized operations

ID# 151014-010410-0025758

##### **2.1.1.4 Member Acquisition upon Regulatory Closure – Ineligible Assuming Organization – US Region**

In the US Region, if an assuming organization is not a Member of Visa at the time of its assumption of Visa programs and is not eligible for the appropriate membership or if Visa declines its application, the organization must immediately cease both:

- All use of the Visa-Owned Marks and all other activities reserved for Members
- Exercising the rights and privileges reserved for Members

ID# 151014-010410-0025753

##### **2.1.1.5 Member Acquisition upon Regulatory Closure – Assuming Member Responsibilities – US Region**

In the event of a regulatory closure, a US Member that assumes the Visa programs of a failed Member immediately assumes full liability for those Visa programs.

ID# 151014-010410-0025748

##### **2.1.1.6 Member Acquisition upon Regulatory Closure – Assuming Member Confirmation of Responsibilities – US Region**

In the US Region, upon verification from the applicable regulatory agency that a Member has assumed the Visa programs of a failed Member, Visa will provide a Notification listing the Visa programs for which Visa understands the Assuming Member is liable.

## Visa Product and Service Rules

Licensing and Numerics Management

### Visa Core Rules and Visa Product and Service Rules

The Assuming Member must submit to Visa, within the time specified in the Notification, written confirmation of the Visa programs assumed.

ID# 151014-010410-0025749

#### 2.1.1.8 Merger – Surviving Member Notification

If Visa does not receive notification within 30 calendar days of the effective date of a Merger, Visa may take the necessary steps to process the Merger, including the transfer of all products and programs.

ID# 151014-010410-0001257

#### 2.1.1.18 VisaNet Systems Changes Due to Merger or Acquisition

Visa will make the VisaNet system changes required to accommodate Mergers/Acquisitions only after Visa acknowledges receipt of a *BIN Licensee Transfer Request* or *BIN User Transfer Request* from the Member.

ID# 151014-010410-0001236

#### 2.1.1.20 Voluntary Membership Termination BIN Requirements

Before a request for voluntary membership termination will be processed by Visa, all BINs must be either:

- Fully deleted from the VisaNet systems
- Transferred to another BIN Licensee

ID# 151014-010410-0025579

#### 2.1.1.22 Portfolio Sale – Membership Qualifications

For a portfolio sale, all Visa membership qualifications must be met by the purchasing organization. Membership documentation must be submitted to Visa.

ID# 151014-010410-0001245

#### 2.1.1.25 Membership Rights for BIN Licensing – BIN Release or Transfer

A Participant-Type Member is not eligible to license a BIN.

## Visa Product and Service Rules

Licensing and Numerics Management

### BIN License and Administration

A Principal-Type Member or an Associate-Type Member that is reclassified to a Participant-Type Member must either:

- Return its licensed BINs to Visa by submitting a *BIN Release Request* before the Principal-Type Member license or Associate-Type Member license is terminated
- Transfer its licensed BINs to another Principal-Type Member or Associate-Type Member by submitting a *BIN Licensee Transfer Request*

ID# 151014-010410-0001241

### 2.1.2 Acquiring Licenses

#### 2.1.2.3 Acquirer Licensing Requirements – LAC Region

In the LAC Region, a Member in Brazil must obtain a Merchant acquiring license before performing any acquiring activities within its jurisdiction, even if the Member already holds a Principal-type or an Associate-type license.

ID# 151014-280813-0027804

## 2.3 BIN License and Administration

### 2.3.1 BIN Use and License

#### 2.3.1.1 BIN Use and Jurisdiction (Updated)

A BIN Licensee or a BIN Licensee's Sponsored Member must use a BIN only:

- As specified in the *BIN License Agreement*
- In a country in which the BIN Licensee is licensed<sup>1</sup>

Visa will recover a BIN that remains uninstalled in Visa systems for 18 months after its assignment.

<sup>1</sup> A BIN is licensed for use in a single country, except as specified in the *Visa Multinational Program Guide*, the provisions of the Visa Prepaid program, or the provisions of the International Airline Program.

ID# 150415-010410-0001250



##### 2.3.1.2 BIN Sponsor and Licensee Responsibilities

A Principal-Type Member must license and use only its own BIN.

An Associate-Type Member must license its own BIN or use a BIN licensed to its sponsoring Principal-Type Member.

A Participant-Type Member does not have the right to license a BIN, and must use only a BIN designated to it by its sponsoring Principal-Type Member in accordance with the applicable Visa Charter Documents.

A BIN may have only one BIN Licensee. The BIN Licensee is responsible<sup>1</sup> for all activities associated with any BIN that it licenses.

A Sponsor's responsibility is limited to the BINs associated with the sponsoring relationship between the Principal-Type Member and Associate-Type Member or the Principal-Type Member and Participant-Type Member.

If a BIN User is no longer authorized by the BIN Licensee to use its BIN, the BIN User must discontinue use of the BIN.

A BIN Licensee or its designated Sponsored Member must not use a BIN for a purpose other than that specified on the *BIN License Agreement*, or Visa may block and remove the BIN from VisaNet.

A BIN Licensee must:

- Maintain the accuracy of the information relative to the BIN
- Notify Visa of any inaccuracies on BIN licensing reports
- Submit the appropriate form to notify Visa of or request changes, including any of the following:
  - Portfolio sale or transfer
  - Merger or Acquisition
  - Cessation of use
  - Modification to service or product
  - Release of BIN

An Issuer that uses Tokens is responsible for all activities associated with the account range under which the Tokens are issued.

<sup>1</sup> This does not apply to a BIN licensed to Visa for the provision of Tokens to Issuers.

ID# 151014-010410-0001225

#### 2.3.1.3 VisaNet Processor BIN Usage

A Member that designates a VisaNet Processor to act on its behalf must ensure that the VisaNet Processor only:

- Processes transactions on the Member's BIN(s) for activities for which the BIN is licensed
- Processes transactions on the Member's BIN(s) that are originated by the BIN Licensee or the BIN Licensee's Sponsored Members approved to share the BIN
- Clears or settles transactions on the Member's BIN(s) that are originated by the BIN Licensee or the BIN Licensee's Sponsored Members approved to share the BIN

A VisaNet Processor that is not also a Member must both:

- Use its licensed BINs exclusively for processing activities
- Not use the BINs for issuing or acquiring purposes

ID# 151014-010410-0001227

#### 2.3.1.4 Visa PIN Debit Gateway Service BIN Use

A BIN licensed to a Visa Member for Visa PIN Debit Gateway Service acquiring must not be used for any other purpose.

ID# 151014-010410-0026467

#### 2.3.1.5 BIN Conversion to Newly Designated VisaNet Processor

If a Member converts a BIN to a newly designated VisaNet Processor, the Member must require the new VisaNet Processor to complete any activity associated with the converted BIN.

This does not apply if the former VisaNet Processor agrees to complete the activity associated with the converted BIN.

ID# 151014-010410-0001269

##### 2.3.1.6 Sponsor Liability – AP Region, CEMEA Region, and LAC Region

A Principal-Type Member is responsible and liable for all activities, including accuracy of information provided to or received from Visa, for BINs licensed directly to an Associate-Type Member that it sponsors in the AP Region, CEMEA Region, or LAC Region. The Sponsor's liability is limited to the BINs associated with the sponsorship relationship between the Principal-Type Member and Associate-Type Member.

ID# 151014-270813-0026466

##### 2.3.2 Administration of BINs and Numerics

###### 2.3.2.1 BIN Release (Updated)

A BIN Licensee that no longer uses a BIN must release it to Visa by submitting a *BIN Release Request*.

When a Member releases a BIN to Visa, all of the following apply:

- **Effective through 31 December 2014**  
Visa will enter the BIN into recall status for 180 days from the later of:
- **Effective 1 January 2015**  
The BIN must be inactive for at least 120 days from the later of:
  - **Effective through 31 December 2014**  
The expiration date on the last Card issued on that BIN or the last date of allowed Card use (as communicated to Cardholder)
- **Effective 1 January 2015**
  - The last date that authorizations were approved
  - The date that acquiring activities ceased
- **Effective through 31 December 2014**  
Visa will block Authorizations and confirm that all activity on the BIN has ceased.
- **Effective 1 January 2015**  
Visa will block Authorizations and confirm that activity on the BIN has ceased.
- **Effective through 31 December 2014**  
After the BIN Licensee has met all outstanding obligations to Cardholders and/or Merchants on the BIN, the BIN is eligible for deletion from VisaNet.
- **Effective 1 January 2015**  
After the BIN Licensee has met all outstanding obligations to Cardholder and/or Merchants on the BIN, the BIN will be released from the BIN Licensee assignment, and the BIN Licensee will no longer be authorized to use the BIN.

## Visa Product and Service Rules

### Licensing and Numerics Management

#### BIN License and Administration

- **Effective through 31 December 2014**  
The BIN Licensee remains liable for any exception activity and fees related to Transactions generated on the BIN until it is fully deleted from VisaNet.
- **Effective 1 January 2015**  
The BIN Licensee remains liable for any exception activity and fees related to the BIN that were incurred prior to its release.
- **Effective through 31 December 2014**  
Voluntary termination of membership will not be effective until all BINs and other Numeric IDs assigned to the Member are fully deleted from VisaNet.
- **Effective 1 January 2015**  
Voluntary termination of membership will not be effective until all BINs and other Numeric IDs assigned to the Member are released from the Member's assignment.
- **Effective 1 January 2015**  
Visa will determine the eligible date of the BIN release from its current assignment based on the last date of approving authorizations or the last date of acquiring.

ID# 150415-010115-0001272

#### 2.3.2.2 Private Label BIN Use

If a BIN Licensee or its designated Sponsored Member uses a Visa BIN for a Private Label Card program, the Issuer or its Sponsored Member must have a written acceptance agreement directly with each Merchant that accepts its Private Label Cards.

ID# 151014-010410-0001253

#### 2.3.2.3 Use of BINs for Non-Visa Purposes

If a Member wants to use a Visa BIN for a program not associated with the Visa-Owned Marks, including, but not limited to, Private Label Card programs, it must both:

- Submit to Visa a *BIN License Agreement*
- Use the BIN dedicated for non-Visa purposes

A Member must use a BIN dedicated for non-Visa purposes for programs not associated with the Visa-Owned Marks, including but not limited to, Private Label Card programs.

ID# 151014-010410-0001228

##### 2.3.2.4 Use of Numeric ID

A Member, VisaNet Processor, or Third Party Agent that requests a Numeric ID to support the implementation and tracking of products and services must submit the appropriate Routing ID Request or PCR/Station Request.

A Member must ensure that its VisaNet Processor and Third Party Agent uses the Numeric ID only for the activity approved by Visa.

A licensee of a Numeric ID is responsible for all of the following:

- Notifying Visa of any changes to the Numeric ID, including:
  - Portfolio sale or transfer
  - Merger or Acquisition
  - Cessation of use
  - Modification to service
  - Change in user
- All fees for the assignment and administration of the Numeric ID
- Compliance with Section 2.3.2.1, "BIN Release," for routing IDs, as applicable
- All activity occurring on the Numeric ID until it is fully deleted from VisaNet

If a Numeric ID is used for a purpose other than that approved by Visa, Visa may block and remove the Numeric ID from VisaNet.

ID# 151014-270813-0026469

##### 2.3.2.5 Visa Interchange Directory Update Form – Submission

A Member or VisaNet Processor assigned a BIN to use on Cards and through Interchange must submit to Visa a completed *Visa Interchange Directory Update Form*.

If any of the required Visa Interchange Directory information changes, a Member must submit to Visa a new form with any updates at least 10 business days before the effective date for distribution to other Members and VisaNet Processors.

ID# 151014-010410-0007725

## Visa Product and Service Rules

Licensing and Numerics Management

### BIN License and Administration

#### 2.3.2.6 Plus Directory Update Form – Submission

A Plus Program Participant, or processor acting on behalf of a Plus Program Participant, that has been assigned a BIN must submit to Visa a completed *Plus Directory Update Form*.

If any of the required *Plus Directory* information changes, a Plus Program Participant or processor must submit to Visa a new *Plus Directory Update Form* with any updates at least 10 business days before the effective date for distribution to other Plus Program Participants and processors.

ID# 151014-141111-0026665

#### 2.3.4 Account Range and BIN Use

##### 2.3.4.1 Multiple Members on the Same BIN

A BIN Licensee may license and share a BIN with Members it sponsors. The BIN Licensee must both:

- Submit a BIN License Agreement for each Sponsored Member
- For issuance purposes, uniquely identify each Issuer within the first 9 digits of the BIN/account range

ID# 151014-270813-0027808

##### 2.3.4.2 BIN Assignment for New Visa Card Programs (Updated)

For a new Visa Card program or Virtual Account program, an Issuer must submit a *BIN License Agreement* to request one of the following:

- BIN/account range that designates the new program within the first 9 digits
- Modification of product assignment for an existing BIN
- Unique BIN
- Account Level Processing, where available

A US Issuer must use a unique check card BIN assigned to it by Visa for its Visa Check Card program.

ID# 150415-010410-0003143

##### 2.3.4.3 Combining Card Programs on a Single BIN (Updated)

An Issuer must not combine the following Visa Card programs on a single BIN:<sup>1</sup>

## Visa Product and Service Rules

Licensing and Numerics Management

### Visa Core Rules and Visa Product and Service Rules

- Credit, debit, and prepaid
- Consumer and commercial

Issuing and acquiring activity may occur on the same BIN.

<sup>1</sup> This does not apply to Members in Brazil for Visa Agro Cards.

ID# 150415-010410-0003144

#### 2.3.5 Use and Disclosure of BIN Information

##### 2.3.5.1 Disclosure of BIN or Other Product Data Information to Merchants

BIN information is proprietary and must not be disclosed by an Acquirer to its Merchant or Agent.

ID# 151014-151014-0028285

##### 2.3.5.2 Disclosure of BIN or Other Product Data Information to Merchants – US Region and US Territories

In the US Region or a US Territory, an Acquirer may provide BIN information or other product-identifying data to its Merchant or Agent solely for purposes of identifying Visa Card product types at the point of sale. An Acquirer must provide BIN information to any Merchant requesting it for the permitted purpose.

ID# 151014-010410-0000506

##### 2.3.5.3 Merchants Receiving BIN or Other Product Data Information – US Region and US Territories

In the US Region or a US Territory, an Acquirer that provides BIN information or other product-identifying data, as specified in Section 2.3.5.2, "Disclosure of BIN or Other Product Data Information to Merchants – US Region and US Territories," to its Merchant or Agent must ensure that both:

- The Merchant or Agent complies with the substance of Section 2.3.5, "Use and Disclosure of BIN Information"
- These requirements are included in its Merchant Agreement or Agent contract as a separate addendum

ID# 151014-010410-0003346

## Visa Product and Service Rules

Licensing and Numerics Management

### Marks License

#### 2.3.5.4 Non-Disclosure of BIN Information – US Region and US Territories

In the US Region or a US Territory, a Merchant or its Agent that receives BIN information or other product-identifying data must not disclose such information to any third party.

The Merchant or an Agent must treat BIN information provided by an Acquirer as proprietary and confidential information belonging to Visa and with the same degree of care as information labeled "Visa Confidential."

ID# 151014-010410-0002315

#### 2.3.5.5 Use of BIN or Other Product Data Information – US Region or US Territories

In the US Region or a US Territory, a Merchant or Agent that receives BIN information or other product-identifying data from its Acquirer must not use such information for any reason other than to identify Visa Card product types at the point of sale and for purposes of implementing acceptance practices permitted by the Visa Rules.

ID# 151014-010410-0002311

## 2.4 Marks License

### 2.4.1 Marks License Grant

#### 2.4.1.1 License Grant for Visa-Owned Marks

Visa grants to each Member, excluding one that is solely a Plus Program Participant, a non-exclusive, non-transferable license to use each of the Visa-Owned Marks only in conjunction with the applicable Visa Programs that are licensed to the Member.

ID# 151014-010410-0008906

#### 2.4.1.2 License Grant for Plus Program Marks

Visa may grant to a Member not otherwise licensed a non-exclusive, non-transferable license to use each of the Plus Program Marks with the Plus Program.

ID# 151014-010410-0001122



## Visa Product and Service Rules

Licensing and Numerics Management

### Visa Core Rules and Visa Product and Service Rules

#### 2.4.1.3 License for Plus Card Acceptance – US Region

Visa grants a US Member that is required to display the Plus Symbol on its ATM a license to use each of the Plus Program Marks for the purpose of accepting Plus Cards at ATMs, subject to the *Plus System, Inc. Bylaws and Operating Regulations*. A US Member granted such a license acknowledges that Visa owns the Plus Program Marks.

ID# 151014-010410-0007436

## 2.5 Visa US Regulation II Certification Program

### 2.5.1 Visa US Regulation II Certification Program – US Region and US Territories

#### 2.5.1.1 Visa US Regulation II Certification Program Requirements – US Region and US Territories

In the US Region or a US Territory, a BIN Licensee that is subject to US Federal Reserve Board Regulation II must comply with the Visa US Regulation II Certification Program requirements.

The BIN Licensee is solely responsible for ensuring that all consumer debit, commercial debit, and prepaid programs conducted under its BINs comply with applicable laws or regulations, including US Federal Reserve Board Regulation II.

The BIN Licensee or proposed BIN Licensee must submit a *Dodd-Frank Act Certification Addendum* and *Fraud Prevention Adjustment Addendum*, as applicable, when requesting, modifying, or transferring a consumer debit, commercial debit, or prepaid BIN.

An Issuer that is subject to US Federal Reserve Board Regulation II and that receives certification materials from Visa is required to respond within the published timeframes.

Any Issuer of consumer debit, commercial debit, or prepaid programs that is subject to the US Federal Reserve Board Regulation II and that receives fraud-prevention standards notification materials from Visa is required to respond within the published timeframes.

An Issuer subject to US Federal Reserve Board Regulation II must submit the notification materials, as applicable, if the Issuer's compliance with the fraud prevention standards has changed.

ID# 151014-080312-0027000

## 2.6 Product-Specific BIN Requirements

### 2.6.1 Visa Consumer Products

#### 2.6.1.1 Visa Debit BIN Requirements – Canada Region

A Canada Issuer of a Visa Debit Category Card must use a unique BIN for its Visa Debit Category Card Account Numbers and must not share a BIN range.

A Canada Issuer must not reclassify a BIN to represent a product other than Visa Debit Category Card without prior permission from Visa.

ID# 151014-140612-0025967

#### 2.6.1.2 Visa Platinum Card BIN Requirements – Canada Region

A Canada Issuer must:

- Use a unique BIN for its Visa Platinum Account Numbers. The Issuer must either:
  - Choose a BIN from a BIN range previously assigned to it by Visa
  - Request a new BIN range assignment for the service
- If using a previously assigned BIN or BIN range, notify Visa of the selected BIN or BIN range before issuing a Visa Platinum Card
- Submit to Visa the *Visa Interchange Directory Update Form* and *BIN License Agreement* for its Visa Platinum BIN range

ID# 151014-010410-0004418

#### 2.6.1.5 Visa Signature Preferred Card Account Number/BIN Requirements – US Region

A US Visa Signature Preferred Issuer that supports:

- Account level processing may designate an individual BIN/account range for its Visa Signature Preferred Cards
- Account range processing may designate a BIN/account range within a credit BIN for its Visa Signature Preferred Cards
- BIN-level processing must use a unique BIN for its Visa Signature Preferred BIN/account range and either of the following:

## Visa Product and Service Rules

Licensing and Numerics Management

### Visa Core Rules and Visa Product and Service Rules

- Choose a BIN from a previously assigned BIN/account range. If using a previously assigned BIN, the Issuer must notify Visa of the selected BIN before issuing any Visa Signature Preferred Cards.
- Request a new BIN assignment

ID# 151014-010410-0003910

#### 2.6.1.6 Visa Prepaid Card BIN Requirements – US Region (Updated)

A US Issuer must use a unique consumer BIN for the Visa Health Savings Account (HSA) Visa Prepaid Card Program type.

Visa HSA Card Issuers may issue Cards in a specified BIN/account range of an existing Visa Check Card BIN if the program complies with all of the following:

- Does not use Third Party Agents
- Has no restrictions on MCC or ATM access
- Will have less than 10,000 accounts issued

ID# 150415-010410-0025544

#### 2.6.2 Visa Commercial Products

##### 2.6.2.1 Visa Commercial Card Program BIN Requirements

An Issuer may establish multiple Visa Commercial Card programs within the same BIN.

An Issuer may use the same BIN for each of the following Visa Card program combinations:

- Silver and gold Visa Business Cards
- Silver and gold Visa Corporate Cards

ID# 151014-010410-0008230

## Visa Product and Service Rules

Licensing and Numerics Management

### Product-Specific BIN Requirements

#### 2.6.2.2 BIN Requirements for Visa Program Conversion to Visa Business Card, Visa Corporate Card, or Visa Purchasing Card Programs

If an Issuer is converting an existing Visa Program to a Visa Business Card, Visa Corporate Card, or Visa Purchasing Card program, the Issuer may retain its existing BIN/account range only if it is used exclusively for Visa Business Cards, Visa Corporate Cards, or Visa Purchasing Cards.

ID# 151014-010410-0003177

#### 2.6.2.3 Visa Commercial Products BIN Requirements

An Issuer must not use previously licensed and unused BINs assigned for any not already approved commercial product type without submitting a *BIN License Agreement*.

ID# 151014-010410-0003178

#### 2.6.2.4 Visa Meetings Card BIN Requirements

A Visa Meetings Card Issuer must assign either:

- A unique BIN designated for a Visa Corporate Card or Visa Purchasing Card BIN
- A BIN/account range within the first 9 digits of a BIN assigned to an existing Visa Corporate Card or Visa Purchasing Card program

ID# 151014-010410-0004233

#### 2.6.2.5 Visa Business Debit Card BIN Requirements – Canada Region

A Canada Visa Business Debit Card Issuer must use a unique BIN for its Visa Business Debit Card Account Numbers and must not share a BIN/account range.

A Canada Issuer must not reclassify a BIN to represent a product other than Visa Business Debit Card without prior permission from Visa.

ID# 151014-140612-0027278

#### 2.6.2.6 Visa Corporate Debit Card BIN Requirements – LAC Region

An LAC Visa Corporate Debit Card Issuer must assign either:

- A specific Visa Corporate Debit Card BIN

## Visa Product and Service Rules

Licensing and Numerics Management

### Visa Core Rules and Visa Product and Service Rules

- A BIN/account range within an existing Visa Commercial Debit Card BIN

ID# 151014-140612-0027283

#### 2.6.2.7 Visa Cargo Card BIN Requirements – LAC Region

An LAC Issuer must use a specific BIN or a separate and unique BIN/account range for its Visa Cargo Card.

ID# 151014-121109-0025634

#### 2.6.2.8 Visa Agro BIN Requirements – LAC Region

An LAC Visa Agro Card Issuer (except in Brazil) must assign either:

- A unique BIN designated for a Visa Purchasing Card or Commercial Visa Prepaid Product BIN
- A BIN/account range within the first 9 digits of a BIN assigned to an existing Visa Purchasing Card or Commercial Visa Prepaid Product program

An Issuer of Visa Agro Cards in Brazil must use a specific BIN or a separate and unique BIN/account range within the first 9 digits for its Visa Agro Card.

ID# 151014-010410-0026521

#### 2.6.2.9 Commercial Visa and Business Card Product BIN Requirements – US Region

A US Issuer must use a unique BIN for each of the following Commercial Visa Products and Visa Business Card products:

- Visa Corporate Card
- Visa Purchasing Card
- Visa Business Check Card
- Visa Prepaid Business Card
- Visa Prepaid Corporate Card
- Visa Prepaid Purchasing Card

A US Issuer that supports account level processing may use the same BIN/account range for:

- Visa Business Enhanced Card
- Visa Signature Business Card

## Visa Product and Service Rules

Licensing and Numerics Management

### Product-Specific BIN Requirements

A US Issuer must not designate a BIN exclusively for Visa Business Enhanced or Visa Signature Business account ranges.

ID# 151014-110413-0004215

#### 2.6.2.10 Visa Meetings Card BIN Requirements – US Region

A US Visa Meetings Card Issuer must use either:

- A unique BIN reserved for Visa Purchasing Cards
- A BIN/account range within the first 9 digits of an existing Visa Purchasing Card program

ID# 151014-010410-0004334

#### 2.6.2.11 Visa Purchasing Card BIN/Account Range Requirements – US Region

A US Visa Purchasing Card Issuer must use a BIN from the BIN/account range designated for Visa Purchasing Cards.

ID# 151014-010410-0004216

#### 2.6.2.12 Enhanced Data BIN Requirements – US Region

A US Visa Purchasing Card Issuer that chooses to receive Level II Enhanced Data and Level III Enhanced Data from a Merchant must either:

- Designate a BIN/account range within the first 9 digits of an enhanced data Visa Purchasing Card BIN
- Use an enhanced data BIN from a specified Visa Purchasing Card BIN range

ID# 151014-010410-0004156

#### 2.6.2.13 Visa Fleet Card BIN Requirements – Canada Region and US Region (Updated)

##### Effective through 16 April 2015

A US Issuer must request a new BIN assignment for its Visa Fleet Card program from the BIN/account range designated for Fleet-enhanced Visa Purchasing Cards.

##### Effective 17 April 2015

## Visa Product and Service Rules

Licensing and Numerics Management

### Visa Core Rules and Visa Product and Service Rules

In the Canada Region and US Region, an Issuer must request a new account range assignment for its Visa Fleet Card program from the account range reserved for a Visa Fleet Card.

ID# 150415-010410-0004217

#### 2.6.2.14 Visa Large Purchase Advantage BIN Requirements – US Region

A US Visa Large Purchase Advantage Issuer must designate either:

- A unique BIN for Visa Large Purchase Advantage
- A BIN/account range within an existing Visa Purchasing Card BIN designated for Visa Large Purchase Advantage

ID# 151014-010410-0026967

## 2.7 Non-Standard Cards

### 2.7.1 Non-Standard Card General Requirements

#### 2.7.1.1 Non-Standard Card BIN Requirements – AP Region

An AP Issuer of Visa Mini Cards, other non-standard Cards, or companion Cards that are limited by Card design or technology from being accepted in EMV-compliant Chip devices must ensure that these Cards are issued using either a unique BIN or a designated BIN/account range.

ID# 151014-010410-0001666

## 2.8 Visa Membership Management

### 2.8.1 Client Portfolio Management Self-Service Tools Requirements

#### 2.8.1.1 Client Portfolio Management Self-Service Tools Information

A Member, VisaNet Processor, or designated Agent must not disclose any information from the Client Portfolio Management Self-Service Tools, or any other information associated with the tools, to any other parties unless it is permitted in the Visa Rules or otherwise authorized in writing by Visa. Information from and associated with the Client Portfolio Management Self-Service Tools is the property of Visa and is for the sole use of Visa Members and their registered third-party service providers in support of the Members' Visa programs.

ID# 151014-010410-0026518

#### 2.8.1.2 Use of Client Portfolio Management Self-Service Tools

A Member is responsible for all of the following for a Member, VisaNet Processor, or designated Agent that has been granted permission to access the Client Portfolio Management Self-Service Tools on the Member's behalf:

- The Member's use and its VisaNet Processor's or designated Agent's use in accordance with the Visa Rules
- Monitoring its users' access to ensure that only authorized users are granted access to the service
- Ensuring that only authorized officers of the institution approve membership requests
- The accuracy of all information and any changes made to the information by the Member and its authorized users
- Ensuring that changes to the Member's information are accompanied by an Electronic Signature

ID# 151014-010410-0026519



## 2.9 Non-Visa BINs

### 2.9.1 Non-Visa-Assigned BINs

#### 2.9.1.1 Non-Visa-Assigned BIN Management

To use a non-Visa-assigned BIN in connection with a Visa service, a Member must submit to Visa a *Non-Visa-Assigned BIN Notification Form*.

A BIN Licensee of a non-Visa-assigned BIN that is used for a Visa service must:

- Maintain the accuracy of the information relative to the BIN
- Submit the appropriate form to notify Visa of changes, including all of the following:
  - Portfolio sale or transfer
  - Merger or Acquisition
  - Cessation of use
  - Modification to service
  - Release of BIN

A BIN Licensee of a non-Visa-assigned BIN must comply with Section 2.3, "BIN License and Administration."

ID# 151014-270813-0026514

## Visa Product and Service Rules

Licensing and Numerics Management

Non-Visa BINs

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## 3 Use of Marks

### 3.1 Marks License

#### 3.1.1 Affinity/Co-Branded Card Programs

##### 3.1.1.1 Affinity/Co-Branded Card Marks Prohibitions

An Affinity/Co-Branded Card must not bear:

- A Mark or name similar to an existing Visa program or service
- A Mark or image that is political, provocative, or socially offensive, as determined by Visa, that would result in non-acceptance of the Card or other issues at the Point-of-Transaction

ID# 151014-010413-0027368

##### 3.1.1.2 Affinity/Co-Brand Program Positioning and Advertising

An Affinity/Co-Branded Card Issuer must comply with all of the following:

- Position the Card as a Visa Card<sup>1</sup>
- Refer to the Affinity/Co-Branded Card as a "Visa Card" in all Collateral Material
- Ensure that all Collateral Material and Cards clearly state that the Member is the Issuer of the Card
- Ensure that the Visa Brand Name or Visa Brand Mark is prominently featured, or is at least the same size as, Marks owned by the Issuer and the Affinity/Co-Brand Partner on all Collateral Material
- Not position the Card as adding superior acceptability at the Point-of-Transaction<sup>2</sup>
- Not state or imply that the Affinity/Co-Branded Card is accepted only by a particular Merchant or class of Merchants
- Portray itself as the owner of the Affinity/Co-Brand Program
- Ensure that the Affinity/Co-Brand Partner does not state or imply that the Affinity/Co-Branded Card is owned or issued by the Affinity/Co-Brand Partner

Visa may prohibit the use of any materials that denigrate the Visa brand.

## Visa Product and Service Rules

Use of Marks

### Marks License

<sup>1</sup> A limited exception is allowed in the US Region for Campus Cards to facilitate closed-loop proprietary college or university system transactions and permit the use of campus identification/access applications. A Campus Card must still be positioned as a Visa Card, but with the additional functionality noted here.

<sup>2</sup> This requirement does not apply to discounts, offers, or in-kind incentives offered by the Merchant.

ID# 150415-010413-0027369

#### 3.1.1.3 Affinity/Co-Branded Card Issuance – Canada Region

With the prior written consent of Visa, and provided that consent has not been withdrawn, a Card issued by a General Member in the Canada Region that displays the corporate name or Trade Name of that General Member on the front of the Card<sup>1</sup> may bear the name, Trade Name, or Mark of an Affinity/Co-Brand Partner(s) in conjunction with the General Member's Affinity/Co-Brand Program if it appears either:

- In the Member identification area on the front of the Affinity/Co-Branded Card
- On the back of the Affinity/Co-Branded Card in the area not covered by the signature panel or Magnetic Stripe

<sup>1</sup> This does not apply to Visa Prepaid Cards and Visa Commercial Cards.

ID# 151014-010410-0001678

#### 3.1.2 Marks License Grant

##### 3.1.2.1 Registration/Ownership Denotation

A Member desiring to use a denotation or legend of registration or ownership with any proprietary Mark or Trade Name used in association with, or on the same piece as, any Visa-Owned Mark may do so only if proper trademark attribution is given to the Visa-Owned Mark as follows:

[Visa-Owned Mark] is a trademark owned by Visa International Service Association and used under license.

ID# 151014-010410-0007431

### 3.1.3 Sponsorships and Partnerships, Including the Olympics

#### 3.1.3.1 Marketing Partnership/Sponsorship Agreement

A partnership or sponsorship agreement governs in the case of ambiguity, conflict, or inconsistency between that agreement and the Visa Rules or any contract, sublicense, agreement, or other arrangements between Visa and a Member, a Merchant, or an affiliate.

ID# 151014-010410-0001128

#### 3.1.3.2 Sponsorship/Member Use of Marks

A Member's enjoyment of pass-through rights to use the Marks and promotional materials of any organization with which Visa has signed a global sponsorship agreement is always subject to the prior written approval of Visa and the partner or sponsor organization.

A Member must not use the Visa-Owned Marks with the Marks of any of the following, or of its subsidiaries or affiliates, in any sponsorship activity:

- American Express Company
- Discover Financial Services
- MasterCard Worldwide (including Maestro)
- Any other entity that Visa deems competitive

Upon Notification from Visa, a Member must correct any improper use of the partnership or Sponsorship Marks.

ID# 151014-010410-0007450

#### 3.1.3.3 Member as Sponsor

A Member that participates in any sponsorship activity of which Visa is the sponsor must clearly convey in all of its communications and displays that only Visa, not the Member, is the sponsor.

A Member that participates in any sponsorship activity of which the Member is granted sponsorship rights by Visa must clearly convey in all of its communications and displays that only the Member, not Visa, is the sponsor. The Member must not state or imply that it owns any of the Visa-Owned Marks.

ID# 151014-010410-0007405

### 3.2 Use of Marks

#### 3.2.1 Use of Marks by Members and Merchants

##### 3.2.1.1 Use of Visa-Owned Marks

A Member or Merchant that uses a Visa-Owned Mark must comply with all of the following:

- Not use the Visa-Owned Mark in a way that implies endorsement of any other product or service
- Not use, adopt, register, or attempt to register a company name, product name, or Mark that is confusingly similar to any Visa product or service name or any Visa-Owned Mark
- Ensure that any material on which the Visa-Owned Mark appears does not infringe, dilute, or denigrate any of the Visa-Owned Marks or Visa products or services or impair the reputation or goodwill of Visa or the goodwill associated with the Marks

In addition, a Member or Visa Checkout Merchant that uses the Visa Checkout Mark must not use it as a substitute for the Visa-Owned Mark to indicate payment acceptance.

An Acquirer must ensure that a Merchant using any Visa-Owned Mark complies with the *Visa Product Brand Standards*.

ID# 151014-150412-0026991

##### 3.2.1.2 V PAY Brand Mark Use

The V PAY Brand Mark is a Visa-Owned Mark. Implementation of the V PAY Product and use of the V PAY Brand Mark outside of Visa Europe is subject to approval and trademark availability. The V PAY Brand Mark must appear exactly as specified in the *Visa Product Brand Standards*.

ID# 151014-010410-0003585

##### 3.2.1.3 Use of the Visa Brand Name and the Visa Brand Mark on Merchant Websites

A Merchant Website must display the Visa Brand Mark, as specified in the *Visa Product Brand Standards*.

The Visa Brand Name must be used to indicate acceptance only when a visual representation of the Visa Brand Mark is not possible on the Website.

## Visa Product and Service Rules

### Use of Marks

#### Visa Core Rules and Visa Product and Service Rules

A Merchant that displays the Verified by Visa Mark on its Website must comply with the *Visa Product Brand Standards*.

ID# 151014-150210-0008671

#### 3.2.1.4 Visa Brand Mark Color Requirements – US Region

For US Members, the Visa Brand Mark must appear in full color if it appears with any other acceptance mark that is in full color. It may appear in black and white only if it appears with other Marks in black and white.

These requirements do not apply to the display of the Visa Brand Mark at the point of sale by US Merchants.

ID# 151014-010410-0005759

#### 3.2.2 Use of Marks in Promotions, Advertisements, and Solicitations

##### 3.2.2.1 Card and Product Positioning

An Issuer must refer to its Visa Card as a “Visa Card” in all communications regarding its program, including solicitations, advertising, promotions, and other Collateral Material.

ID# 151014-010410-0003211

##### 3.2.2.2 Merchant Use of Visa-Owned Marks

A Merchant must not:

- Indicate or imply that Visa endorses any Merchant goods or services
- Refer to Visa in stating eligibility for its products, services, or membership
- Use the Visa-Owned Marks for any purpose other than those permitted in the Visa Rules or without written permission from Visa

ID# 151014-010410-0007416

### 3.2.2.3 Non-Member Marks on Collateral Material – Canada Region

Except as permitted by Visa, a name, Trade Name, or Mark of a non-Member must not be used on Collateral Material bearing the Visa Program Marks that is used for soliciting applications or communicating with Canada Cardholders.

This does not apply to the Marks of the Interac Association.

ID# 151014-010410-0006236

### 3.2.2.4 Advertising Materials – Canada Region

In the Canada Region, Point-of-Transaction advertising and promotional materials (except credit card application forms) must not indicate that the Canada Merchant has been signed by, or represents the interests of, a particular Canada Member.

ID# 151014-010410-0006233

### 3.2.2.5 Use of Visa Gold Product Name – Canada Region

A Canada Member must use the product name "Visa Gold" in all communications regarding the Visa Gold program, including solicitations, advertising, and promotions.

ID# 151014-010410-0007230

### 3.2.2.6 Permitted Merchant Use – US Region

A US Merchant may:

- Indicate in a single advertisement, display, or notice that the Visa Program services and other Card services are available
- Use the Visa-Owned Marks or, if the US Merchant has selected Limited Acceptance, the signage associated with the Limited Acceptance category it has selected, on promotional, printed, or broadcast materials only to indicate the types of Cards it accepts for payment

ID# 151014-010410-0002343



### 3.2.3 Use of Marks on Cards

#### 3.2.3.1 Hierarchy of Visa-Owned Marks on Cards

If more than one Visa-Owned Mark is present on a Card, an Issuer must designate a Primary Mark, complying with the following hierarchy of Marks:

- Visa Brand Mark
- Visa Brand Mark with the Electron Identifier

All other Visa-Owned Marks must both:

- Appear together
- Not be separated by any non-Visa-Owned Marks

ID# 151014-010410-0008218

#### 3.2.3.2 Unembossed Visa Electron Cards

A Visa Electron Issuer may temporarily print the Visa Brand Mark with the Electron Identifier on the back of an unembossed Visa Card only if the Card is issued within 5 years of the initial unembossed Visa Card program offering.

ID# 151014-010410-0004059

#### 3.2.3.3 Prohibition of Interlink Program Mark on Credit Cards – US Region

For Cards issued by a US Issuer, the Interlink Program Marks must not appear on Visa Cards that primarily access a line of credit.

ID# 151014-010410-0006291

#### 3.2.3.4 Use of Cirrus Wordmark – LAC Region

An LAC Issuer whose Visa Cards participated in the Cirrus network on 31 March 2010 may continue to do so under the following conditions:

- The Issuer must not extend its use of the Cirrus Wordmark or functionality beyond the existing debit, credit, or prepaid Card product types or Visa Card Programs that participated in the Cirrus network on 31 March 2010.

## Visa Product and Service Rules

Use of Marks

### Use of Marks

- The Issuer must not allow the Cirrus Wordmark and functionality to continue on a Visa Card Program obtained through a Merger or an Acquisition.

ID# 151014-010410-0025674

#### 3.2.3.5 Use of Cirrus Wordmark – US Region

A US Issuer whose Visa Cards participated in the Cirrus network on 31 March 2010 may continue to do so under the following conditions:

- The Issuer must not extend its use of the Cirrus Wordmark or functionality beyond the existing debit, credit, or prepaid Card product types or Visa Card Programs that participated in the Cirrus network on 31 March 2010.
- The Issuer must not allow the Cirrus Wordmark and functionality to continue on a Visa Card Program obtained through a Merger or an Acquisition.

ID# 151014-010410-0006306

#### 3.2.3.6 Other Marks Prohibition – US Region

For Visa Cards not defined as US Covered Visa Debit Cards, a US Member must not use Marks that are specifically related to bank card programs and/or services related to those programs, unless the Visa Rules expressly allow them.

ID# 151014-010410-0006189

#### 3.2.3.7 Prohibited Use of Trade Name or Mark – US Region and US Territories

In the US Region or a US Territory, a Member may use the Marks of the American Express Company, Discover Financial Services, MasterCard Worldwide (including Maestro) or the subsidiaries or affiliates of these entities or other entities deemed competitive by Visa on US Covered Visa Debit Cards, as specified in the *Visa Product Brand Standards*.

ID# 151014-011011-0026532

##### 3.2.3.8 Cards Bearing the Plus Symbol – US Region and US Territories

In the US Region or a US Territory, a US Covered Visa Debit Card bearing the Plus Symbol may bear the Marks of entities deemed competitive by Visa, as specified in the *Visa Product Brand Standards*.

ID# 151014-011011-0026527

##### 3.2.3.9 Use of Other Marks – US Region and US Territories

In the US Region or a US Territory, a Member may use Marks that are specifically related to bank card programs and/or services related to those programs on US Covered Visa Debit Cards.

ID# 151014-011011-0026528

##### 3.2.3.10 Permitted Use of Other Marks – US Region and US Territories

In the US Region or a US Territory, a Member may use non-Visa-owned brand Marks on US Covered Visa Debit Cards that are equally prominent with or less prominent than the Visa Brand Mark to indicate acceptance at Merchant Outlets solely within the country of Card issuance, as specified in the *Visa Product Brand Standards*.

ID# 151014-011011-0026531

##### 3.2.3.11 Non-Visa General Purpose Payment Card Network – US Region and US Territories

In the US Region or a US Territory, a Member may use the Marks of a non-Visa general purpose payment card network, on a US Covered Visa Debit Card, as specified in the *Visa Product Brand Standards*.

ID# 151014-011011-0026533

### 3.3 Other Card Requirements

#### 3.3.1 Card Verification Value 2

##### 3.3.1.1 CVV2 on Visa Electron Cards

If the full Account Number is used on a Visa Electron Card, an Issuer must indent-print a Card Verification Value 2 on the back of the Card.

ID# 151014-010210-0000677

#### 3.3.2 Magnetic-Stripe Encoding

##### 3.3.2.1 Magnetic-Stripe Encoding Requirements (Updated)

The Magnetic Stripe on a Visa Card or Visa Electron Card must be encoded on both track 1 and 2.

This does not apply:

- In the LAC Region for Magnetic-Stripe personalization of embossed instant-issue Visa Cards
- **Effective 1 October 2014**  
In the US Region for the Magnetic Stripe used to facilitate closed-loop campus applications on dual Magnetic-Stripe Campus Cards.

ID# 150415-010410-0003602

##### 3.3.2.2 Service Codes on Unembossed Cards

If permitted by Visa, an Issuer may issue unembossed Visa Cards with any valid Service Code, excluding unembossed Visa Prepaid Cards.

All newly issued unembossed Visa Prepaid Cards must be encoded with an X Service Code.

ID# 151014-010210-0004058

### 3.3.2.3 Visa Electron Card Service Code

A Visa Electron Issuer must ensure that the Service Code designated for Visa Electron Cards is encoded on the Magnetic Stripe.

ID# 151014-010210-0008235

## 3.4 Point-of-Transaction Display of Marks

### 3.4.1 Display of Marks at the Point of Sale

#### 3.4.1.1 Improper Display of Affinity/Co-Brand Partner Trade Name or Mark

Upon Notification from Visa, a Merchant must correct any display of an Affinity/Co-Brand Partner's Trade Name or Mark at a Merchant Outlet if the display adversely affects the Visa brand.

ID# 151014-010413-0027375

#### 3.4.1.2 Merchant Display of Marks and Acceptance Signage – Canada Region

A Canada Acquirer must ensure that both:

- Its Merchant that accepts all Visa Cards displays the appropriate Visa-Owned Marks to indicate which Cards it accepts for payment
- Where required by Visa, its Visa Debit Acceptor displays Visa-approved signage

ID# 151014-200209-0008380

#### 3.4.1.3 Visa Marks Display Requirements – US Region and US Territories

In the US Region or a US Territory, a Merchant is not required to display the Visa Marks in a size at least as large as every other payment brand mark that is displayed.

ID# 151014-200711-0026491

#### 3.4.1.4 Display of Marks Acquirer Requirements – US Region

A US Acquirer must ensure that:

## Visa Product and Service Rules

### Use of Marks

#### Point-of-Transaction Display of Marks

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- Each of its Limited Acceptance Merchants displays Visa-approved signage representing the Limited Acceptance category it has selected
- A Merchant does not display the Visa-Owned Marks indicating acceptance of all Visa Cards if it has selected Limited Acceptance

ID# 151014-010410-0002318

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#### 3.4.1.5 Display of Marks at Point of Payment Choice – US Region

A US Merchant website must display at the point of payment choice either the:

- Visa Brand Mark in full color, if it accepts all Visa Cards for payment
- Visa-approved signage representing the Limited Acceptance category it has selected

ID# 151014-010410-0002337

## 4 Issuance

### 4.1 General Issuance

#### 4.1.1 General Issuer Requirements

##### 4.1.1.1 Visa Card Product Positioning

A Member must not:

- Position any Visa Card as something other than a Visa Card<sup>1</sup>
- Position a Visa Business, Visa Corporate, or Visa Purchasing Card as something other than a Visa Card for the payment of business expenditures
- Position its Trade Name or Mark as adding superior acceptance of the Card at the Point-of-Transaction<sup>2</sup>

<sup>1</sup> This does not apply in the US Region to Campus Cards that facilitate closed-loop proprietary college or university system transactions and permit the use of campus identification/access applications. A Campus Card must still be positioned as a Visa Card, but with additional functionality.

<sup>2</sup> This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant.

ID# 151014-010410-0006153

##### 4.1.1.2 Delivery of Visa Premium Product Value to Cardholders

An Issuer must structure its Visa premium products to deliver product value based on features, performance standards, and spending limits, such that:

- A Visa Platinum Card delivers equal or higher value than a Visa Gold/Premier Card.
- A Visa Gold/Premier Card delivers higher value than a Visa Classic Card.
- A Visa Business Gold Card delivers higher value than a Visa Business Card.

This requirement does not apply in the US Region.

ID# 151014-010410-0008225

##### 4.1.1.3 Non-Standard Card Prohibitions

An Issuer of a non-standard Card must not:

- Permit exclusive or preferential acceptance by a Merchant<sup>1</sup>
- Link the non-standard Card to a Virtual Account

<sup>1</sup> This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant.

ID# 151014-010410-0003242

##### 4.1.1.4 Positioning, Acceptance, and Accounts – US Region

A US Issuer must not:

- Designate or design any of its Visa Cards, whether through the use of a Trade Name, Mark, numbering scheme, code on the Magnetic Stripe or Chip, or any other device or means, in order to either:
  - Permit exclusive or preferential acceptance of any of its Visa Cards by any Merchant or any Affiliated-merchant that is affiliated with the Member. This does not apply to discounts, promotional offers, or in-kind incentives offered by the Merchant.
  - Allow any Transaction involving use of these Cards to be treated as anything other than a Visa Transaction, except as specified in Section 7.1.1.5, "Non-Visa Debit Transaction Disclosure Requirements – US Region"<sup>1</sup>
- Allow a Visa Card that is used primarily to access a line of credit to participate in any PIN-based debit program, unless the participation is for ATM access only

<sup>1</sup> This does not apply to Campus Cards that facilitate closed-loop proprietary college or university system transactions and permit the use of campus identification/access applications. A Campus Card must still be positioned as a Visa Card, but with additional functionality.

ID# 150415-010410-0003210

##### 4.1.1.5 Disclosure of Sponsored Merchant and Payment Facilitator Name (Updated)

An Issuer must ensure that the Sponsored Merchant name and the Payment Facilitator name (or an abbreviation) appear on the Cardholder statement.

ID# 150415-151014-0028275



##### 4.1.1.6 Issuer Minimum Manual Cash Disbursement Amount (Updated)

An Issuer must not establish a minimum Manual Cash Disbursement amount.

ID# 150415-010410-0006858

##### 4.1.1.7 CVV2 Issuer Requirements – US Region

A US Issuer must provide Visa with valid CVV2 encryption keys and test Account Numbers with CVV2 values and expiration dates.

ID# 151014-010410-0000672

##### 4.1.1.8 General Member Card Plan – Canada Region

In the Canada Region, each Visa Canada General Member must operate its own Card plan that conforms to all of the following minimum standards:

- Each Member must issue Cards in its own name and own the receivables arising from the use of such Cards. Securitization does not impact ownership for the purpose of the Visa Rules.
- Cards issued by each Member will entitle Cardholders to make purchases of goods and services and to obtain Cash Disbursements.
- Subject to appropriate Authorization, each Member will honor Cards issued by other Members for Cash Disbursements.
- Subject to appropriate Authorization, each General Member will cause its Merchants to honor Cards issued by other such Members for the purchase of goods and services.

ID# 151014-010410-0004092

#### 4.1.2 Visa Credit Card Issuance

##### 4.1.2.1 Second Line of Credit for On-Us Transactions – LAC Region

An LAC Issuer's offer of a second line of credit must comply with all of the following:

- Be offered only in association with an Affinity/Co-Brand Partner
- Be restricted to purchase Transactions completed as Visa Transactions at the Affinity/Co-Brand Partner's Merchant Outlet
- Be restricted to On-Us Transactions

## Visa Product and Service Rules

### Issuance

#### General Issuance

- Not exceed the amount of primary line of credit

ID# 151014-010410-0007302

### 4.1.3 Visa Charge Card Issuance

#### 4.1.3.1 Visa Charge Card Classification – US Region

A US Issuer must identify a Visa Charge Card and distinguish it from a Visa Consumer Credit Card by using one of the following classification levels, as specified in the applicable VisaNet Manuals:

- BIN
- Account Range Definition (ARDEF)
- Registered Program Identification Number (RPIN)
- Account level processing

ID# 151014-240211-0026357

#### 4.1.3.2 Visa Charge Card Authorization Requirements – US Region

In the US Region, a Visa Charge Card issued as a Visa Signature Card or Visa Signature Preferred Card must be issued with no pre-set spending limit.

ID# 151014-080312-0026981

#### 4.1.3.3 Visa Charge Card Issuer Registration – US Region

A US Visa Charge Card Issuer must register its Charge Card program and obtain prior approval from Visa.

ID# 151014-240211-0026356

### 4.1.4 Visa Debit Card Issuance

#### 4.1.4.1 Visa Debit Card Issuer Cash-Back Requirements – US Region

A US Visa Debit Card Issuer and Visa Business Check Card Issuer must support the Visa Cash-Back Service.

## Visa Product and Service Rules

### Issuance

#### Visa Core Rules and Visa Product and Service Rules

This requirement does not apply to certain Visa Prepaid Cards, as specified in Section 1.4.4.1, "PIN Issuance."

ID# 151014-140412-0026502

#### 4.1.4.2 Visa Debit Card Partial Preauthorization – US Region

In the US Region, a Visa Debit Card Issuer or Visa Business Check Card Issuer and its VisaNet Processor must support partial preauthorization Responses for PIN-Authenticated Visa Debit Transactions.

ID# 151014-140412-0026503

#### 4.1.4.3 Consumer Visa Deferred Debit Card Equivalent – US Region

A US Consumer Visa Deferred Debit Card is treated as a Visa credit Card only for Limited Acceptance purposes.

ID# 151014-010410-0004153

#### 4.1.4.4 Visa Debit Category Transaction Identification – Canada Region

A Canada Visa Debit Category Card Issuer must both:

- Identify all Visa Debit Category Transactions as Visa Transactions in all communications displaying Transaction information, including account activity statements
- Clearly disclose to the Cardholder any distinction between a Visa Debit Category Transaction and other payment services

ID# 151014-200209-0008073

#### 4.1.4.5 Visa Debit Category Issuer Chip Requirements – Canada Region

A Canada Visa Debit Category Issuer must ensure that the Visa Application Identifier (AID) is present on the Card and the Application Selection Flag (ASF) settings comply with the *Visa Canada Debit Card – Technical Specifications*.

ID# 151014-200209-0008072

#### 4.1.6 Affinity/Co-Brand and Global Co-Brand Issuance

##### 4.1.6.1 Co-Branding Partnership Approval Documentation Requirements

A Global Co-Branding Partner and Issuer must provide a dossier of proprietary and public information for approval to Visa, including both:

- *Co-Branding Partnership Regional Approval Form* for each proposed interregional and intraregional co-branding program
- Global Co-Branding Partners' Marks and design guidelines (including color proofs) or evidence that a trademark search has been conducted

ID# 151014-010410-0004052

##### 4.1.6.2 Global Co-Branding Partner Eligibility

A Global Co-Branding Partner must comply with all of the following:

- Be sponsored by an Issuer
- Not be eligible for Visa membership
- Not be an entity deemed to be a competitor of Visa

ID# 151014-010410-0004053

##### 4.1.6.3 Global Co-Branding Issuer Qualification and Notification

An Issuer participating in a Global Co-Branding Partnership must both:

- Be a qualified Issuer in countries where Global Co-Branded Cards will be issued
- Notify Visa of planned interregional and intraregional Global Co-Branding Partnership expansion

ID# 151014-010410-0004055

##### 4.1.6.4 Affinity/Co-Branded Card Program Requirements

An Affinity/Co-Branded Card Issuer must both:

- Submit a completed Affinity/Co-Brand Application and obtain written approval from Visa for each Affinity/Co-Brand Program before issuing Affinity/Co-Branded Cards
- Only issue Affinity/Co-Branded Cards to residents of the Visa Region in which the Issuer is located

#### Visa Core Rules and Visa Product and Service Rules

If requested by Visa, the Issuer must provide additional documentation, including all of the following:

- The agreement between the Issuer and the Affinity/Co-Brand Partner
- Collateral Material
- Information regarding the reputation and financial standing of the Affinity/Co-Brand Partner
- Other documentation

In the Canada Region, a General Member and Affinity/Co-Brand Partner must complete all required documentation and agreements required by the applicable Mark owners.

ID# 151014-010413-0027363

#### 4.1.6.5 Visa Requests for Affinity/Co-Brand Program Information

A Member must submit both of the following to Visa upon request to determine compliance with Affinity/Co-Brand Program requirements:

- Any and all contracts with the Affinity/Co-Brand Partner
- Any other documentation relative to the Affinity/Co-Brand Program

ID# 151014-010413-0027373

#### 4.1.6.6 Affinity/Co-Brand Partner Eligibility Requirements

An Affinity/Co-Brand Partner must not be an organization that is either:

- Eligible for Visa membership<sup>1,2</sup>
- Deemed to be a competitor of Visa

<sup>1</sup> This does not apply to a non-Member that is eligible for Visa membership, as specified in Section 4.11.3.3, "Visa Prepaid Card Affinity/Co-Brand Partner Eligibility Exception."

<sup>2</sup> This does not apply in the AP Region in Japan, to Cards issued with multiple Magnetic Stripes.

ID# 151014-010413-0027364

#### 4.1.6.7 Affinity/Co-Brand Program Ownership and Control

An Issuer that partners in offering an Affinity/Co-Brand Program must comply with all of the following:<sup>1</sup>

- Underwrite, issue, and maintain the account associated with an Affinity/Co-Branded Card

- Always be portrayed as the owner of the Affinity/Co-Brand Program
- Own and control an Affinity/Co-Brand Program as defined by Visa on the basis of the Issuer's entire relationship with the Affinity/Co-Brand Partner, including all of the following:
  - Whether the Issuer controls, or exercises controlling influence over, the management policies with respect to the Affinity/Co-Brand Program
  - The extent to which the Issuer conducts credit evaluations, participates in Cardholder billing, or provides customer services in connection with the Affinity/Co-Brand Program
  - Whether all or part of the receivables are financed by the Affinity/Co-Brand Partner

<sup>1</sup> In the AP Region, Visa may approve variances to this requirement for mortgage originator programs, pastoral companies, and superannuation funds in Australia, subject to assessment of the risk and eligibility of each request.

ID# 151014-010413-0027365

#### 4.1.6.8 Affinity/Co-Branded Card Transaction Processing

A Transaction completed with an Affinity/Co-Branded Card (including an On-Us Transaction) must be processed and treated as a Visa Transaction.

This does not apply in the US Region, as specified in Section 7.1.1.5, "Non-Visa Debit Transaction Disclosure Requirements – US Region."

This does not apply in the US Region to Campus Cards that facilitate closed-loop proprietary college or university system transactions and permit the use of campus identification/access applications. A Campus Card must still be positioned as a Visa Card.

This does not apply in the AP Region in Japan, to Cards issued with multiple Magnetic Stripes.

ID# 151014-010413-0027370

#### 4.1.6.9 Affinity/Co-Branded Card Account Access

An Affinity/Co-Branded Card must not be used to debit any credit, charge, payment, or deposit account other than the account maintained by the Issuer in connection with that Affinity/Co-Branded Card.

This does not apply in the LAC Region, as specified in Section 4.1.2.1, "Second Line of Credit for On-Us Transactions – LAC Region."

This requirement does not apply in the AP Region in Japan, to Cards issued with multiple Magnetic Stripes.

ID# 151014-010413-0027371

#### 4.1.6.10 Affinity/Co-Branded Card Rules for Proprietary Cards Bearing the Plus Symbol

Affinity/Co-Branded Card rules do not apply to Proprietary Cards that display non-Member identification and bear the Plus Symbol, but no other Visa Mark.

ID# 151014-010413-0027372

#### 4.1.6.11 Determination of Affinity/Co-Brand Program Violations

If Visa determines that any provisions of the Affinity/Co-Brand Program requirements have been violated, Visa reserves the right to both:

- Require modification of the program, including both:
  - Assignment of the program to a third party
  - Suspension of the program
- Impose non-compliance assessments or terminate the program with 90 calendar days' written notice

ID# 151014-010413-0027374

#### 4.1.6.12 BIN Requirements for Airline Co-Brand Programs – CEMEA Region

A CEMEA Issuer of Visa Gold Airline Affinity/Co-Branded Cards or Visa Platinum Airline Affinity/Co-Branded Cards must either:

- Use a new Visa Platinum BIN for each type of program
- Use separate designated account ranges for each program within a new Visa Platinum BIN

For an Affinity/Co-Branded Card issued on a Visa Platinum BIN, both of the following apply:

- The Issuer must provide the same core services as required for all Visa Platinum Cards.
- Mandatory minimum spending limits do not apply.

ID# 151014-010410-0009017

#### 4.1.7 Card Production Standards

##### 4.1.7.2 Emergency Card Replacement Expiration Date – CEMEA Region

In the CEMEA Region, for an Emergency Card Replacement, the expiration date must be either:

- The last day of the month following the month of issuance
- A date assigned by the Issuer of no later than one year from the issuance date

ID# 151014-010410-0007234

##### 4.1.7.4 Card Activation Stickers – US Region

With the exception of a Card activation sticker, a US Issuer must not affix any adhesive material to the front or back of a Card unless it is integral to the manufacturing of the Card.

The Issuer must ensure that a Card activation sticker affixed to the front or back of its Card does not interfere with any security features of the Card.

The Card activation sticker or other material enclosed with the Card mailer must either:

- Provide a telephone number for the Cardholder to call to activate the Card, and instruct the Cardholder to both:
  - Contact the Issuer upon receipt of the Card for activation
  - Remove the sticker from the Card once activation has occurred
- For a Visa Check Card that is activated by the Cardholder at a terminal requiring a PIN, instruct the Cardholder to remove the sticker from the Card before activation

ID# 151014-010410-0008695

##### 4.1.7.5 Visa Mini Card Issuer Requirements

A Visa Mini Card Issuer must comply with all of the following:

- Issue the Visa Mini Card with the same expiration date as the standard-sized companion Card
- Issue the Visa Mini Card as the same Visa product type and with the same benefits as the standard-sized companion Card
- At the time of issuance, inform the Cardholder of potential usage restrictions



## Visa Product and Service Rules

### Issuance

#### Visa Core Rules and Visa Product and Service Rules

- In the US Region, issue the Visa Mini Card in conjunction with a corresponding standard-sized Visa Card
- In the US Region, not establish a daily Transaction amount limit for Visa Contactless Mini Card use

ID# 151014-010410-0027520

#### 4.1.8 Virtual Accounts

##### 4.1.8.1 Virtual Account Requirements

An Issuer that offers a Visa Virtual Account must comply with the electronic payment authentication requirements established by Visa.

ID# 151014-010410-0001643

##### 4.1.8.2 Virtual Accounts – Commercial BIN Requirements

An Issuer that offers Virtual Account for a Commercial Visa Product must use a Commercial Visa Product BIN.

ID# 151014-010410-0001635

##### 4.1.8.3 Virtual Account Issuer Requirements

A Virtual Account Issuer must comply with all of the following:

- Obtain prior approval from Visa
- Verify Account Information, including Virtual Account Holder name, Account Number, account expiration date, and Card Verification Value 2 (CVV2) and communicate it securely to the Virtual Account Holder
- If a Reference Card is provided, comply with Reference Card design requirements

<sup>1</sup> This requirement does not apply to Issuers of Visa Mobile Prepaid products in the AP Region, CEMEA Region, and LAC Region.

<sup>2</sup> This requirement does not apply to Virtual Accounts that are provisioned to a mobile device.

ID# 151014-010410-0001645

#### 4.1.9 Issuer Disclosures

##### 4.1.9.1 Emergency Services Telephone Numbers

An Issuer must notify its Cardholders at least once each year of the availability of emergency services and provide a toll-free telephone number through which Eligible Cardholders may obtain these services.

ID# 151014-120412-0025791

##### 4.1.9.2 Disclosure of Responsibility for Charges – AP Region

An AP Member must not represent to its Cardholder or its Merchant that Visa imposes any charge on the Cardholder or the Merchant. A Member is responsible for making whatever disclosures applicable laws or regulations require with respect to its charges to its Cardholders or its Merchants.

ID# 151014-010410-0004089

##### 4.1.9.3 Issuer Disclosure of Exchange Rate – AP Region

An AP Issuer must disclose to each of its Cardholders in writing that the exchange rate between the Transaction Currency and the Billing Currency used for processing International Transactions is either:

- A rate selected by Visa from the range of rates available in wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa receives
- The government-mandated rate in effect for the applicable Processing Date in each instance, plus or minus any adjustment that the Issuer determines

ID# 151014-010410-0004088

##### 4.1.9.4 Issuer Disclosure of Fees and Charges – CEMEA Region

A CEMEA Issuer of Visa Cards, Proprietary Cards bearing the Plus Symbol, and Cards bearing the Visa Brand Mark with the Electron Identifier must notify its Cardholder in writing of all of the following:

- That the exchange rate between the Transaction Currency and the Billing Currency used for processing International Transactions is either:
  - A wholesale market rate
  - The government-mandated rate

#### Visa Core Rules and Visa Product and Service Rules

- Additional fees and charges (if any) assessed by the Issuer through the addition of a percentage increase to the Basic Currency Conversion Rate or any other fees for currency conversion
- Specific fees and charges to be assessed to the Cardholder, where appropriate, including:
  - Annual fee
  - Interest rate(s), if applicable
  - ATM Cash Disbursement fee
  - Manual Cash Disbursement fee
  - PIN replacement charge
  - Fee for additional statement copies
  - Late payment fee
- Date on which the Cardholder will incur a late payment fee if the Issuer does not receive payment for outstanding Transaction amounts appearing on the Cardholder billing statement

An Issuer may choose the method by which it notifies the Cardholder in writing. This may include one or more of the following:

- Cardholder agreement
- Cardholder terms and conditions
- Any other agreement between the Cardholder and Issuer
- Monthly billing statement

ID# 151014-010410-0008822

#### 4.1.9.5 Issuer Disclosure of Exchange Rate – US Region

A US Issuer must disclose to each of its Cardholders in writing that the exchange rate between the Transaction Currency and the Billing Currency used for processing International Transactions is either:

- A rate selected by Visa from the range of rates available in wholesale currency markets for the applicable Central Processing Date, which rate may vary from the rate Visa itself receives
- The government-mandated rate in effect for the applicable Central Processing Date

In each instance plus or minus any adjustment determined by the Issuer.

ID# 151014-010410-0000389

##### 4.1.9.6 Issuer Contact Disclosure – Canada Region

A Canada Issuer must disclose in its consumer Cardholder agreements that a Cardholder may contact the Issuer to discuss disputes the Cardholder may have with respect to a Transaction on their statement.

ID# 151014-010410-0004106

##### 4.1.9.7 Card Application Processing Fee – US Region

In the US Region, an Issuer or Agent that charges a fee to a Cardholder for processing a Visa Card application must comply with all of the following:

- Disclose the application processing fee as being separate from any other fees associated with use of the Visa Card
- Provide the disclosure in a way that allows the Cardholder to avoid the fee if they do not want to pursue the application

The Issuer or its Agent must not:

- Charge a fee for providing an application to a prospective Cardholder
- Use a "900" area code, "976" telephone exchange, or any similar telephone number to indirectly charge a fee for inquiries about obtaining a Card

ID# 151014-010410-0000412

##### 4.1.9.8 Disclosure of Provision of Cardholder Data – US Region

A US Issuer must require its Cardholders to consent to the release of personal data to Visa, Members, or their designated agents for the purpose of providing Emergency Cash Disbursement and Emergency Card Replacement services.

ID# 151014-010410-0003870

#### 4.1.9.9 Disclosure of Non-Visa PIN Debit Transaction Information – US Region

In the US Region, for a Visa Check Card or Visa Debit Card that may also be used for non-Visa PIN debit transactions but does not bear any PIN debit program Marks, an Issuer must clearly communicate to its Cardholders how such Cards may be used to initiate non-Visa PIN debit Transactions.

ID# 151014-010410-0007424

#### 4.1.9.10 Disclosure of Card Features and Services – US Region

A US Issuer must disclose to its Cardholders, in a timely manner, upgraded features and services when a Cardholder converts from one Card program to another (for example, Visa Traditional to Visa Signature). The Issuer is responsible for any liability that arises from the timing of the disclosure.

ID# 151014-010410-0000425

#### 4.1.9.11 Communication of Cardholder Assistance Telephone Number – US Region

A US Issuer must communicate one of the following toll-free telephone numbers to each Cardholder at least once a year:

- Visa Customer Care Services telephone or fax number
- Issuer's or its agent's assistance center telephone or fax number

The toll-free telephone number must be printed on the back of the Card, or on other material furnished to the Cardholder.

ID# 151014-010410-0008723

#### 4.1.10 Confidentiality of Cardholder Information

##### 4.1.10.1 Cardholder Information Privacy Requirements – Canada Region

A Canada Issuer must certify to Visa that it has met the applicable requirements of privacy legislation for the collection, use, and disclosure of personal Cardholder information among Visa and its employees and agents, for the purpose of processing, authorizing, and authenticating a Cardholder's Transactions and providing customer assistance services to a Cardholder.

ID# 151014-010410-0001986

##### 4.1.10.2 Contest and Promotion Privacy Requirements – Canada Region

A Canada Issuer will have met the applicable requirements of privacy legislation where the Issuer's Cardholders participate in contests and promotions administered by Visa on behalf of the Issuer.

ID# 151014-010410-0001987

##### 4.1.11 PIN Requirements

##### 4.1.11.1 PIN as Cardholder Verification Method in India – Issuer Requirements – AP Region

In the AP Region, an India Issuer must have PIN as the preferred Cardholder Verification Method (CVM) for all newly issued or re-issued Visa debit Cards and Reloadable Cards.

An Issuer must respond with a Decline Response when an Authorization Request for a Domestic Transaction conducted in a Card-Present Environment on a Visa debit Card or Reloadable Card does not include a PIN or the confirmation that PIN was correctly entered.

ID# 151014-011213-0027954

##### 4.1.11.2 PIN for Emergency Card Replacement – CEMEA Region

A CEMEA Issuer that issues an Emergency Card Replacement is not required to issue a PIN.

ID# 151014-010410-0007232

##### 4.1.11.3 PIN Verification Service – Issuer Requirements – US Region

If a US Issuer uses the PIN Verification Service, the Issuer must either:

- Encode the PIN Verification Field on the Magnetic Stripe, and for Cards containing a Chip, both the Magnetic Stripe and Chip
- Ensure that the PIN Verification Value resides on the PIN Verification Value File

If the Issuer does not require Stand-In Processing to verify PINs, the Issuer is not required to encode PIN Verification data on the Magnetic Stripe or Chip.

ID# 151014-010410-0007045

##### 4.1.11.5 PIN Issuance for Visa Signature and Visa Signature Preferred Cards – US Region

A US Issuer must comply with Section 1.4.4.2, "PIN Issuance Requirements," within one year of issuing either of the following Card products to a new Cardholder:

- Visa Signature
- Visa Signature Preferred

A US Issuer whose internal systems support customer PIN selection must offer the availability of PINs to all of its Cardholders.

A US Issuer whose internal systems do not support customer PIN selection must issue PINs to all of its Cardholders and not simply notify its Cardholders that PIN is available upon request.

ID# 151014-010410-0008126

##### 4.1.12 Data Retention and Transmission

###### 4.1.12.1 Cardholder Data Provision for Prize Awards – US Region

A US Issuer must provide Cardholder data to Visa for the purposes of awarding prizes in conjunction with promotional activities conducted by Visa.

If prohibited by applicable laws or regulations from disclosing Cardholder data, the Issuer must both:

- Notify the Cardholder of the awarded prize and obtain necessary documentation
- Ensure that the prize is awarded directly to the Cardholder

ID# 151014-010410-0008704

###### 4.1.12.2 Enriched Transaction Data – US Region

A US Issuer that receives enriched data with any of the following Transactions must either print the data on the Cardholder statement or retain the data for a minimum of 200 calendar days from the Transaction Date:

- CPS/Hotel and Car Rental Card Present
- CPS/Hotel and Car Rental Card Not Present
- CPS/e-Commerce Preferred Hotel and Car Rental

- A Transaction that includes Airline itinerary data

ID# 151014-010410-0003554

#### 4.1.13 Provisional Credit/Zero Liability

##### 4.1.13.1 Zero Liability – AP Region

An AP consumer Card Issuer must limit a Cardholder's liability to zero upon notification from the Cardholder of any unauthorized Visa Transactions. This requirement does not apply to an ATM Cash Disbursement Transaction.

The Issuer may increase the amount of the Cardholder's liability for unauthorized Visa Transactions only if the Issuer reasonably determines, based on substantial evidence, that the Cardholder was fraudulent or grossly negligent in the handling of the account or the Card.

ID# 151014-010410-0003925

##### 4.1.13.2 Zero Liability – Canada Region

In the Canada Region, an Issuer must limit a Cardholder's liability to zero for any unauthorized Visa consumer or Visa Business Card Transactions for which the Cardholder is not responsible, as established to the satisfaction of the Issuer.

The Issuer must not impose a minimum Cardholder liability amount with regard to unauthorized Transactions.

The Issuer may define "Unauthorized Transactions" in the Issuer's Cardholder agreement and in any related documentation.

ID# 151014-010410-0000394

##### 4.1.13.3 Zero Liability – US Region

In the US Region, an Issuer must limit the Cardholder's liability to zero upon receipt of notification from its Cardholder of an unauthorized Visa Consumer Card or Visa Business Card Transaction.

#### Effective through 16 October 2014

This requirement does not apply to ATM Cash Disbursements, Visa Corporate Card Transactions, or Visa Purchasing Card Transactions.



#### Visa Core Rules and Visa Product and Service Rules

##### Effective 17 October 2014

This requirement does not apply to Visa Corporate Card Transactions or Visa Purchasing Card Transactions.

The Issuer may increase the amount of the Cardholder's liability for unauthorized Visa Transactions only if the Issuer reasonably determines, based on substantial evidence, that the Cardholder was grossly negligent in the handling of the Account or the Card.

A Visa Business Card Issuer may require the notification of unauthorized Visa Transactions to be received within 60 calendar days of the mailing date of the first statement showing unauthorized Visa Transactions.

ID# 151014-171014-0008434

##### 4.1.13.4 Provisional Credit – AP Region

An AP Issuer must provide provisional credit to a Cardholder's account within 5 business days of notification unless the Issuer determines that additional investigation is warranted based on prior Account history or the nature of the Transaction.

ID# 151014-010410-0008700

##### 4.1.13.7 Advertising for the Zero Liability Program – Canada Region

In the Canada Region, any promotional, advertising, or marketing language used for the Zero Liability Program must contain messaging, in the body of the promotional, advertising, or marketing language and not as a footnoted disclaimer, to the effect that Cardholders are responsible for ensuring that they protect their PIN.

ID# 151014-010410-0000397

##### 4.1.13.8 Provisional Credit – Canada Region

In the Canada Region, a Visa Debit Category Issuer must provide provisional credit to any Visa Debit Cardholder's account within 2 business days of the notification of a dispute or unauthorized Transactions, unless any of the following apply:

- Issuer determines the need for special investigation for Transactions and/or Merchants
- Prior account history or the type of Transaction warrants a delay

- The nature of the Transaction justifies the delay in crediting the Cardholder's account

ID# 151014-140612-0008069

#### 4.1.13.9 Disputed Transactions – Issuer Requirements – Canada Region

In the Canada Region, if a Cardholder's dispute meets the Chargeback criteria and is determined to be legitimate, an Issuer must provisionally credit the Cardholder's account and charge back the disputed amount if any of the following conditions apply:

- The dispute relates to an Electronic Commerce or Mail/Phone Order Transaction.
- The Merchant has failed to refund the Cardholder within 30 days of the request following Cardholder's attempt to resolve the dispute.
- The Cardholder is not expected to receive a refund from any other entity, fund, or source for the disputed Transaction.

In the event the Canada Issuer does not charge back the disputed Transaction amount as required, the credit to the Cardholder's Account must be final.

ID# 151014-010410-0004107

#### 4.1.13.10 Reversal of Disputed Transaction Credit – Canada Region

In the Canada Region, an Issuer may reverse a provisional credit only if it properly initiated a Chargeback that is determined by Visa to be invalid, except where the Chargeback is determined by Visa to be valid on its merits and properly documented, but declined by reason of the Issuer's failure to meet a Visa requirement.

ID# 151014-010410-0004109

#### 4.1.13.15 Visa Debit Card Provisional Credit for Disputed Transactions – US Region

A US Visa Debit Card Issuer that receives notification from its Cardholder of unauthorized Visa Transactions must provide provisional credit to the Cardholder's account within 5 business days of the notification.

The Issuer may require written confirmation from the Cardholder before providing provisional credit.

The Issuer may withhold providing provisional credit, to the extent allowed under applicable laws or regulations, if the Issuer determines that the circumstances or account history warrant the delay.

This requirement does not apply to ATM Cash Disbursements.

ID# 151014-010410-0004166

#### 4.1.13.16 Zero Liability for Visa Signature Business Card Transactions – US Region

In the US Region, upon receipt of notification from its Cardholder of unauthorized Visa Signature Business Transactions, an Issuer must limit the Cardholder's liability for those Transactions to zero.

The Issuer may require notification to be received within 60 calendar days of the mailing date of the first statement showing unauthorized Visa Transactions.

The Issuer may increase the limit of the Cardholder's liability for unauthorized Transactions if it reasonably determines, based on substantial evidence, that the Cardholder was grossly negligent in the handling of the account or Card.

The Issuer may define an unauthorized Visa Transaction to exclude any Transaction allegedly conducted by:

- A business co-owner
- The Cardholder or person authorized by the Cardholder
- Any other person with an interest in or authority to transact business on the account

ID# 151014-010410-0008290

#### 4.1.13.17 Visa Business Check Card Provisional Credit for Disputed Transactions – US Region

In the US Region, upon receipt of notification from its Cardholder of unauthorized Visa Transactions, an Issuer must provide provisional credit to the Cardholder's account within 5 business days of the notification. The Issuer may both:

- Require written confirmation from the Cardholder before providing provisional credit
- Withhold provisional credit, to the extent allowed under applicable laws or regulations, if the Issuer determines that the circumstances or account history warrant the delay

ID# 151014-010410-0004256

#### 4.1.14 Emergency Cash Disbursement, Emergency Card Replacement, Global Customer Assistance Services (GCAS)

##### 4.1.14.1 Provision of Emergency Cash Disbursement or Emergency Card Replacement (Updated)

An Issuer must, upon Cardholder request, provide an Emergency Cash Disbursement or Emergency Card Replacement, as specified in the *Visa Core Rules and Visa Product and Service Rules* or *Visa U.S.A. Card Benefits Rules and Regulations Guide*, itself or through an agent or Visa Global Customer Care Services.

ID# 150415-120410-0008544

##### 4.1.14.2 Issuer Requirements for Using the Visa Global Customer Assistance Services Program for Emergency Cash Disbursement and Emergency Card Replacement

An Issuer that participates in the Visa Global Customer Assistance Services program for Emergency Cash Disbursements or Emergency Card Replacements must comply with all of the following:

- At least 30 calendar days before participation, submit to Visa the Visa Global Customer Assistance Services Program enrollment forms
- Advise its Eligible Cardholders of the availability of an Emergency Cash Disbursement or Emergency Card Replacement, as applicable
- Provide Eligible Cardholders with a telephone number that is available worldwide 24 hours a day, 7 days a week for Emergency Cash Disbursements and Emergency Card Replacements. The telephone number may be either the:
  - Visa Global Customer Care Services (GCCS) telephone numbers
  - Issuer's own worldwide emergency services telephone number
- Designate one or more Emergency Service Locations<sup>1</sup>
- Notify Visa GCCS within 30 calendar days of any changes to an Emergency Service Location

ID# 151014-010410-0002627

#### 4.1.14.3 Lost or Stolen Card Report Requirements for an Emergency Cash Disbursement or Emergency Card Replacement

An Issuer must ensure that a lost or stolen Card report filed by a Cardholder requesting an Emergency Cash Disbursement or Emergency Card Replacement lists both:

- Address and telephone number where an the Issuer may contact the Cardholder
- Emergency Cash Disbursement amount requested, if applicable

ID# 151014-010410-0002184

#### 4.1.14.4 Emergency Cash Disbursement Limit Guide (Updated)

A Member requesting an Emergency Cash Disbursement on behalf of a Cardholder must both:

- Obtain Authorization from the Issuer
- Comply with the Emergency Cash Disbursement limits specified in the *Visa Core Rules and Visa Product and Service Rules* or *Visa U.S.A. Card Benefits Rules and Regulations Guide*

ID# 150415-010410-0025793

#### 4.1.14.5 Emergency Services Contact Change Notification

An Issuer must notify Visa at least 2 weeks before any change in its Emergency Cash Disbursement contact or Emergency Card Replacement contact.

ID# 151014-120412-0025794

#### 4.1.14.6 Emergency Cash Disbursement or Emergency Card Replacement Delivery Timeframes

An Issuer must ensure that the delivery of an Emergency Cash Disbursement and Emergency Card Replacement provided by itself, through an agent, or through Visa Global Customer Card Services (GCCS) complies with the applicable timeframes, as follows:

**Table 4-2: Timeframes for Delivery of Emergency Cash Disbursement to Eligible Cardholders**

Card Type	Within the Canada Region and US Region	Outside the Canada Region and US Region
Visa Classic, Visa Electron, Visa Debit, Visa Prepaid	1 business day	1 business day

## Visa Product and Service Rules

### Issuance

#### General Issuance

Card Type	Within the Canada Region and US Region	Outside the Canada Region and US Region
Visa Gold/Premier, Visa Platinum, Visa Business, Visa Business Electron, Visa Corporate, Visa Purchasing	24 hours	1 business day
Visa Infinite, Visa Signature	24 hours	24 hours

**Table 4-3: Timeframes for Delivery of Emergency Card Replacements to Eligible Cardholders**

Card Type	Within the Canada Region and US Region	Outside the Canada Region and US Region
Visa Classic, Visa Electron, Visa Debit, Visa Prepaid	1 business day	3 business days
Visa Gold/Premier, Visa Platinum, Visa Business, Visa Business Electron, Visa Corporate, Visa Purchasing	24 hours	1 business day
Visa Infinite, Visa Signature	24 hours	24 hours

ID# 151014-010210-0002626

#### 4.1.14.7 Non-Compliance Assessments for Failure to Respond to Emergency Requests (Updated)

An Issuer that fails to respond to an Emergency Cash Disbursement or Emergency Card Replacement request within the required time limits specified in the *Visa Core Rules and Visa Product and Service Rules* or *Visa U.S.A. Card Benefits Rules and Regulations Guide* is subject to non-compliance assessments.

ID# 150415-120412-0025797

#### 4.1.14.8 Emergency Cash Disbursement or Emergency Card Replacement Customer Service Availability

An Issuer must ensure that a customer service agent is available 24 hours a day, 7 days a week to do all of the following:

- Respond to a request for an Emergency Cash Disbursement or an Emergency Card Replacement
- Approve or deny a request from Visa Global Customer Care Services (GCCS) or an Eligible Cardholder within 2 hours of notification (does not apply to Visa Infinite Cards)
- Provide Visa GCCS with the following information:

- For an Emergency Cash Disbursement, a unique Issuer Authorization Code
- For an Emergency Card Replacement, a new Account Number and expiration date that has been activated in the Issuer's Authorization system
- Any updates or Cardholder verification data necessary for the issuance of an Emergency Card Replacement

ID# 151014-010410-0002629

#### 4.1.14.10 Issuer Requirements for Emergency Card Replacement

An Issuer that provides Emergency Card Replacement must do all of the following:

- Meet all Card security standards
- Within one business day of being notified by Visa Global Customer Care Services (GCCS), replace a Stand-In Processing Account that has been used for an Emergency Card Replacement
- Maintain its Emergency Card Replacements in a secure manner
- Immediately notify Visa GCCS if it discovers that a Card is missing

ID# 150415-010410-0008545

#### 4.1.14.11 Requirements for Emergency Service Locations

An Issuer must ensure that its Emergency Service Location both:

- Is available during normal business hours to respond to a request for an Emergency Cash Disbursement or Emergency Card Replacement
- Notifies Visa Global Customer Care Services (within 3 calendar days) that the Cardholder has picked up the Emergency Cash Disbursement or Emergency Card Replacement

ID# 151014-010410-0002631

#### 4.1.14.12 Visa Global Customer Assistance Services Program Requirements (Updated)

An Issuer must provide the required Global Customer Assistance Services by product, as follows:

## Visa Product and Service Rules

### Issuance

#### General Issuance

**Table 4-5: Visa Global Customer Assistance Services Program Eligibility Requirements by Product**

Product	Cardholder Inquiry Service	Emergency Cash Disbursement	Emergency Card Replacement	Lost/Stolen Card Reporting	Exception File Updates
Visa Classic	Required	Required <sup>1</sup>	Optional	Required	Required <sup>1</sup>
Visa Gold/ Premier	Required	Required	Required	Required	Required <sup>1</sup>
Visa Platinum <sup>5</sup>	Required	Required	Required	Required	Required <sup>1</sup>
Visa Signature	Required	Required	Required	Required	Required
Visa Infinite	Required	Required	Required	Required	Required
Visa Corporate	Required	Required	Required	Required	Required <sup>1</sup>
Visa Business	Required	Required	Required	Required	Required <sup>1</sup>
Visa Purchasing	Required	Optional	Required	Required	Required <sup>1</sup>
Visa Electron	Required	Optional	Optional	Required	Required
Visa Business Electron	Required	Optional <sup>2</sup>	Optional	Required	Required <sup>1</sup>
Virtual Account	Required <sup>1</sup>	Prohibited <sup>3</sup>	Prohibited <sup>3</sup>	Required	Required <sup>1</sup>
Visa Prepaid Card	Required	Optional <sup>4</sup>	Optional <sup>4</sup>	Required	Not applicable
Visa TravelMoney/ Visa Prepaid travel	Required	Optional	Required	Required	Required

<sup>1</sup> A CEMEA Issuer may provide this service at its discretion.

<sup>2</sup> A CEMEA Issuer must provide Emergency Cash Disbursement service to its Visa Business Electron Cardholders.

<sup>3</sup> A CEMEA Issuer may provide this service for its Virtual Account Cardholders.

<sup>4</sup> A Visa Corporate Prepaid Card Issuer must have the ability to offer these services if requested.

<sup>5</sup> This does not apply to Visa Platinum Prepaid Cards.

ID# 150415-010410-0004081



#### 4.1.14.13 Visa Global Customer Assistance Services and Core Benefit Services – AP Region

In addition to Section 4.1.14.12, "Visa Global Customer Assistance Services Program Requirements," an AP Issuer or its designated provider must provide all of the following core benefit services to its Visa Gold, Visa Business, and Visa Corporate Cardholders:

- Emergency medical/legal assistance
- Emergency ticket replacement
- Travel assistance
- Lost luggage assistance
- Prescription assistance and valuable document delivery
- Emergency message service

ID# 151014-010410-0004603

#### 4.1.14.17 Cardholder Payments – Canada Region

In the Canada Region, subject to Cardholder consent to any charge imposed by a Member, a Member must accept from the Cardholder a payment in CAD for another Canada Member's CAD-denominated Visa billing and promptly remit the payment to the billing Member.

ID# 151014-010410-0007459

#### 4.1.14.18 Visa Global Customer Assistance Services Program – Canada Region

A Canada Issuer must do all of the following:

- Advise its Eligible Cardholders of the availability of the applicable Visa Global Customer Assistance Services
- Provide its Eligible Cardholders with a telephone number that is available 24 hours a day, 7 days a week, for the applicable Visa Global Customer Assistance Services
- Provide all of the following Global Customer Assistance Services for its Visa Card products:
  - Emergency Card Replacement
  - Emergency Cash Disbursement<sup>1</sup>
  - Lost/Stolen Card Reporting
  - Cardholder Inquiry Service
  - Exception File Updates

## Visa Product and Service Rules

### Issuance

#### General Issuance

<sup>1</sup> This does not apply to Visa Classic and Visa Purchasing Cards.

ID# 150415-010410-0004645

#### 4.1.14.20 Visa Global Customer Assistance Services Program Contacts – Canada Region

A Canada Issuer must not designate to Visa Global Customer Care Services more than 4 contacts per Visa Global Customer Assistance Services Program request.

ID# 151014-010410-0004646

#### 4.1.14.21 Cardholder Charges for Visa Global Customer Assistance Services – Canada Region

A Canada Issuer must not assess supplemental charges to an Eligible Cardholder for the required Visa Global Customer Assistance Services.

ID# 151014-010410-0004647

#### 4.1.14.22 Visa Infinite Business Card Replacement and Emergency Cash Disbursement – Canada Region

A Canada Visa Infinite Business Card Issuer must provide to an Eligible Cardholder an Emergency Cash Disbursement or an Emergency Card Replacement, directly or through an agent, within the following timeframes:

- Within the Canada Region and US Region, within 24 hours
- Outside the Canada Region and US Region, within one business day

ID# 151014-011109-0025628

#### 4.1.14.24 Visa Global Customer Assistance Program – Issuer Participation – CEMEA Region

To participate in the Visa Global Customer Assistance Services Program, a CEMEA Issuer must complete a *CEMEA GCCS Commitment Form* for each BIN. The Issuer must do all of the following:

- Advise its Eligible Cardholders of the availability of the Visa Global Customer Assistance Services Program

#### Visa Core Rules and Visa Product and Service Rules

- Provide the telephone number of Visa Global Customer Care Services (GCCS) for the Cardholder to report a lost or stolen Card or request emergency assistance

ID# 150415-010410-0004663

#### 4.1.15 Insurance/Benefits

##### 4.1.15.1 Insurance Program Issuer Requirements – US Region

An Issuer that offers Visa-supported insurance as a Card benefit must do all of the following:

- Upon initial issuance of the Card, send to the Cardholder a paper copy of the Visa-approved insurance certificate or other information with the required terms, conditions, and exclusions in a form approved by Visa
- Notify existing Cardholders 30 days before any material change in benefit coverage
- Provide termination notice to Cardholders 60 days before discontinuation of benefits after receiving prior written approval from Visa for the proposed content of such notice
- If switching to an alternate insurance benefit provider, ensure that the new program meets or exceeds the benefits available from Visa and disclose to Cardholders details of the new benefits, including the administrator's phone number
- For newly added insurance benefits, fully disclose to Cardholders the new insurance benefit information, administrator's phone number, and other pertinent information
- Inform Cardholders that, in order to receive the benefits, their beneficiaries must prove that the Cardholder purchased the product or service with a Visa Card
- Maintain accurate records documenting that a copy of the insurance certificate and other pertinent information about insurance benefits were sent to enrolled Cardholders

ID# 151014-010410-0000420

##### 4.1.15.2 Insurance Claim Payment – US Region

A US Issuer must pay for an otherwise valid insurance claim if either:

- The Issuer did not maintain coverage.
- The insurance carrier would have been responsible but failed to pay a valid claim due to insolvency, bankruptcy, or other financial inability to meet its policy obligations.

ID# 151014-010410-0000423

##### 4.1.15.3 Issuer Responsibility for Insurance Claims – US Region

A US Issuer must defend and pay a Cardholder for any insurance claim if the Cardholder files a claim based on an insurance certificate or other disclosure of terms, conditions, and exclusions and either:

- The Issuer failed to send, or cannot provide evidence of having sent, information advising the Cardholder that such coverage was no longer available.
- The Issuer misrepresented the actual terms of the coverage underwritten, misstated the type or scope of coverage offered by the Issuer, or altered the insurance coverage description without Visa written approval, and such misrepresentation, misstatement, or alteration results in an obligation or claim to pay a claim that was not otherwise covered.

ID# 151014-010410-0000424

##### 4.1.16 Preauthorized Payment Cancellation Service

###### 4.1.16.1 Preauthorized Payment Cancellation Service Issuer Participation

An Issuer that participates in the Preauthorized Payment Cancellation Service must do all of the following:

- Correctly specify the type of stop payment order
- Provide complete and accurate information pertaining to the stop payment order
- Keep stop payment order information current in the Cardholder database

ID# 151014-100211-0026228

###### 4.1.16.2 Preauthorized Payment Cancellation Service Limitations

A Member must not disclose information associated with the Preauthorized Payment Cancellation Service other than data relating to the Member's own Cardholder and/or Merchant to any other party unless otherwise authorized by Visa.

ID# 151014-100211-0026229

#### 4.1.17 Visa Payment Controls

##### 4.1.17.1 Visa Payment Controls – Issuer Participation Requirements

An Issuer that participates in Visa Payment Controls must do all of the following:

- Submit to Visa a completed *Visa Payment Controls Client Information Questionnaire* before offering the service
- Offer the service only in connection with a Visa Consumer Credit Card or Visa Commercial credit Card
- Provide Visa with Account Numbers that are enrolled in the service
- Clearly communicate to the Cardholder both:
  - The conditions that might prevent the application of the Cardholder's requested controls (for example: when a Transaction is not authorized in some countries due to Floor Limits)
  - The time required to apply or modify the requested controls

ID# 151014-010410-0027238

#### 4.1.18 V PAY

##### 4.1.18.1 V PAY Card Issuance – CEMEA Region

In the CEMEA Region, an Issuer must not issue V PAY Cards.

ID# 151014-010411-0026122

#### 4.1.19 Verified by Visa

##### 4.1.19.1 Visa Debit Category Verified by Visa Participation – Canada Region

A Canada Visa Debit Category Issuer must ensure that its Visa Debit Category BINs participate in Verified by Visa.

ID# 151014-200209-0008074

#### 4.1.19.2 Verified by Visa Participation in Brazil – LAC Region

In the LAC Region, a Brazil Issuer must ensure that both of the following BINs participate in Verified by Visa:

- Visa Debit Card BINs
- Visa Electron Card BINs

ID# 151014-010612-0026441

#### 4.1.20 Visa Checkout

##### 4.1.20.1 Visa Checkout – Card Enrollment

An Issuer must not restrict a Visa Checkout Account Holder from enrolling the Issuer's Card in one or more Visa Checkout accounts.

ID# 151014-150412-0026989

##### 4.1.20.2 Visa Checkout – Transaction Requirements

If a Transaction is conducted through Visa Checkout with a Visa-branded product, it is subject to the same requirements as any other Visa Transaction.

ID# 151014-150412-0026988

#### 4.1.21 Visa FeatureSelect

##### 4.1.21.1 Visa FeatureSelect Issuer Participation – US Region

A US Issuer that participates in Visa FeatureSelect must do all of the following:

- Complete a participation agreement with Visa
- Ensure that the benefits offered to Visa Cardholders comply with the Visa Card product features and requirements
- For non-Visa Cards, ensure compliance with the applicable rules of the payment brand with respect to Card features and benefits, cardholder disclosure, and fulfillment requirements

#### Visa Core Rules and Visa Product and Service Rules

- For Card benefit features not sponsored by Visa, comply with the disclosure and fulfillment requirements specified by the vendors or other payment brand
- Provide Visa with approved disclosure materials/copy in a Visa Feature Select-compatible format

ID# 151014-141209-0025585

#### 4.1.22 Chip Issuance Requirements

##### 4.1.22.2 Chip Issuer Requirements

A Chip Card Issuer must do all of the following:

- Notify Visa of its intention to use Chip technology on Cards at least 60 calendar days before issuance
- Ensure that all Chip Cards successfully complete the *Visa Chip Security Program – Security Testing Process*
- Ensure that any Chip used to facilitate Visa payment services complies with Visa Chip security and service-level standards

ID# 151014-010410-0003611

##### 4.1.22.3 Chip Card Issuing Requirements in Australia and New Zealand – AP Region

In the AP Region:

###### **Effective 1 April 2014**

In New Zealand, all Visa debit Cards must be EMV-Compliant and VIS-Compliant.

In Australia and New Zealand, all newly-issued or reissued Reloadable Cards must be EMV-Compliant and VIS-Compliant.

###### **Effective 1 January 2015**

In Australia and New Zealand, all Reloadable Cards must be EMV-Compliant and VIS-Compliant.<sup>1</sup>

<sup>1</sup> This does not apply to Non-Reloadable Cards and Visa TravelMoney Cards.

ID# 150415-060111-0026145

##### 4.1.22.4 Cash-Back Services on Visa Debit Chip Cards in Australia – AP Region

In the AP Region, an Australia Issuer must offer Cash-Back services on its Visa debit Chip Cards.

ID# 151014-060111-0026153

##### 4.1.22.5 Chip Card Issuing Requirement in India – AP Region

In the AP Region, an India Issuer must be capable of issuing EMV-compliant Cards.

All Magnetic-Stripe Visa debit Cards and Visa Credit Cards that have been used internationally must be reissued as EMV Chip Cards with PIN as the preferred Cardholder Verification Method (CVM).

ID# 151014-011213-0027955

##### 4.1.22.6 Chip Card Account Requirements

An Issuer of a Chip Card must do all of the following:

- Not use a Visa Smart Payment Application to directly credit or debit any account other than an account that is maintained by that Issuer or another Member under contract with the Issuer
- Allow a Cardholder to select the service and account to be used for a Transaction, as permitted by applicable laws or regulations
- Designate an Account Number for each account accessed by a Visa Smart Payment Application
- Specify an alphanumeric name for each funding account facilitated by the Visa Smart Payment Application when the Chip provides access to more than one account

ID# 151014-010410-0004031

##### 4.1.22.7 Visa Chip Card Payment Application

A Chip Card bearing a Visa-Owned Mark must be capable of facilitating the Payment Application associated with that Mark.

ID# 151014-010410-0003613



### 4.1.22.8 Appropriate Marks on Chip Cards

A Card containing a Chip must bear the appropriate Mark for the Visa or Visa Electron Payment Application facilitated by the Chip.

ID# 151014-010410-0003612

### 4.1.22.9 Non-Visa Services Facilitated by Chip Cards

A Chip Card may facilitate access to non-Visa services only if all of the following requirements are met:

- Services do not compromise the security or functional integrity of the Visa Smart Payment Applications.
- Additions of these services are managed and controlled by the Issuer or its Sponsored Member.
- The Issuer indemnifies Visa from any and all Claims or losses resulting from non-Visa services facilitated by the Chip Card.

Visa may review and approve all applications contained in a Chip used to facilitate a Visa payment.

ID# 151014-010410-0003598

### 4.1.22.10 Contactless Issuer Requirements (Updated)

A Contactless Payment Device Issuer must comply with the following:

**Table 4-15: Contactless Payment Device Issuer Requirements**

Applies to Contactless Payment Devices issued or replaced on or after:	Region/Country	Required VCPS Version	Support for qVSDC Transaction Path	Support for MSD Transaction Path	Form Factor Indicator
1 January 2012	All Regions	2.0 or later <sup>1</sup>	Required <sup>2</sup>	Optional <sup>3</sup>	Not applicable
1 April 2015	AP, CEMEA, excluding: Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates	2.1 or later	Required	Not permitted except for Mobile Payment Devices <sup>4</sup>	Required

## Visa Product and Service Rules

### Issuance

#### General Issuance

Applies to Contactless Payment Devices issued or replaced on or after:	Region/Country	Required VCPS Version	Support for qVSDC Transaction Path	Support for MSD Transaction Path	Form Factor Indicator
1 July 2015	All remaining CEMEA countries	2.1 or later	Required	Not permitted except for Mobile Payment Devices	Required
1 October 2015	All Regions	2.1 or later	Required	Not permitted <sup>5</sup> , except for Mobile Payment Devices	Required
<sup>1</sup> In the US Region, comply with the Visa Contactless Payment Specification <sup>2</sup> Optional for US Issuers <sup>3</sup> Required for US Issuers <sup>4</sup> Optional for Japan Issuers that issued a Contactless Payment Device before 1 April 2015 <sup>5</sup> Optional for Canada and US Issuers					

ID# 150415-010410-0002051

#### 4.1.22.11 Visa Contactless Authentication Issuer Requirement (New)

##### Effective 1 October 2015

All contactless Chip Cards issued on or after 1 October 2015 must support offline data authentication with Online Authorization using either fast Dynamic Data Authentication or transit-only static data authentication, as specified in *Visa Contactless Payment Specification version 2.1* and later.

This does not apply to contactless Chip Cards issued in the US Region.

ID# 150415-011015-0029157

##### 4.1.22.12 Notification of Contactless Payment Device Risks and Restrictions

An Issuer that provides a Contactless Payment Device to a Cardholder must provide, before or at the time of issuance, written notification that informs the Cardholder of potential risks and restrictions associated with the Contactless Payment Device, including, but not limited to, the following:

- The inability to use the Contactless Payment Device at a Point-of-Transaction Terminal where Card insertion is required
- Any daily Transaction amount limit implemented by the Issuer in connection with the Contactless Payment Device, if applicable
- For a Contactless Payment Device in the form of an adhesive Visa Micro Tag, the risk of impairing the functionality of a mobile phone or other device to which a Contactless Payment Device is attached
- For a Contactless Payment Device in the form of an adhesive Visa Micro Tag, the risk of invalidating the manufacturer's warranty, if applicable, for a mobile phone or other device to which Contactless Payment capability is attached

ID# 151014-010513-0026159

##### 4.1.22.13 Contactless Payment Device Requirements

An Issuer that issues a Contactless Payment Device must ensure that the Contactless Payment Device is both:

- Linked to a valid, unexpired Visa Card account, excluding Visa Prepaid devices (a Contactless Payment Device may be assigned a different Account Number)
- Issued with a PIN for use at ATMs, if the Issuer supports Visa payWave contactless ATM Transactions

ID# 151014-010513-0002052

##### 4.1.22.14 Contactless Payment Device Issuer Requirements – AP Region and CEMEA Region (New)

###### Effective 1 April 2015

In the AP Region and CEMEA Region, all Contactless Payment Devices, issued on or after 1 April 2015<sup>1</sup>, must both:

- Be personalized with the application program ID
- Support offline data authentication for Online Authorization

<sup>1</sup> For Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia and United Arab Emirates, 1 July 2015

ID# 150415-010415-0029159

#### 4.1.22.15 Contactless Program Issuer Requirements – Canada Region

A Canada Issuer that issues a Contactless Card may program the Contactless Card to allow Offline Authorizations of any amount and must program the Contactless Card to ensure that it complies with all of the following:

- A Cardholder Verification Method is not required.
- Both the MSD protocol and the qVSDC protocol that use a Cryptogram are supported.
- A total maximum amount, including applicable taxes, of at least CAD 100 is programmed.

ID# 151014-010410-0008192

#### 4.1.22.18 Cardholder Verification Method Preferences

A Chip Card Issuer must ensure that the Cardholder Verification Method (CVM) preferences are communicated by the Chip Cardholder Verification Method List to the Chip-Reading Device at the Point-of-Transaction.

The Issuer of a Chip Card bearing a Payment Application must comply with Table 4-16, "Chip Card Issuer Cardholder Verification Method Procedures." This does not apply to Mobile Payment Devices.

#### Effective 1 April 2015

A Contactless Payment Device must include a Cardholder Verification Method to facilitate Contactless Payment Transactions, as follows:

Table 4-17: CVM Requirements for Contactless Payment Devices – AP Region and CEMEA Region

Region/Country	Applies to Contactless Payment Devices issued on or after:
AP	1 April 2015
Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, United Arab Emirates	1 July 2015
Other CEMEA countries	1 April 2015

ID# 150415-150413-0008186

#### 4.1.22.19 Cardholder Verification Method List – Canada Region

A Canada Issuer of a Compliant Chip Card must ensure that all of the following requirements are met:

- The compliant Chip Card contains a Cardholder Verification Method (CVM) List, with at minimum, the following methods of Cardholder verification:
  - "Offline PIN at POS"
  - "Online PIN at ATM"
  - "Signature"
  - "No CVM required"
- Use of CVM condition codes relating to cash or Cash-Back do not prevent the completion of Manual Cash Disbursements.
- The CVM "Offline PIN at POS" is activated and is the preferred CVM unless either the:
  - Compliant Chip Card was issued no more than 6 months before the date of the Compliant Chip Card Transaction in question
  - Cardholder is subject to a disability or impairment that would prevent PIN use

ID# 151014-010410-0008187

#### 4.1.22.22 Card Verification Value Requirements

An Issuer must be capable of receiving the POS Entry Mode code and processing the Card Verification Value.

At the Issuer's option, the Card Verification Value contained in the Magnetic-Stripe Image (track 2 equivalent data) on the Chip (Chip Card Verification Value-iCVV) may differ from the Card Verification Value encoded on the Card's Magnetic Stripe.

##### Effective 1 January 2009

All newly issued EMV Chip Cards and existing EMV Chip Cards on renewal must use Chip Card Verification Value-iCVV as part of the Magnetic-Stripe Image.

ID# 151014-010410-0008133

##### 4.1.22.23 Chip Card Authentication

All Chip Card Issuers must perform, and be capable of acting on the results of, validation of EMV Online Card Authentication Cryptograms for all Chip-initiated Authorization messages processed through VisaNet. Online Card Authentication support may be provided by the Issuer directly, or through either:

- VisaNet
- Third party/VisaNet Processor

ID# 151014-170410-0007163

##### 4.1.22.24 Chip Transaction Below Chip Floor Limit

For Authorization of a Transaction processed below the Floor Limit, a Visa Smart Payment Application may either:

- Instruct the terminal to go Online
- Approve the Transaction using offline controls contained in the Chip

ID# 151014-010410-0004391

##### 4.1.22.25 Parameters to Enable Offline Chip Authorization

An Issuer of Chip Cards containing a Visa Smart Payment Application with Offline Authorization controls must define parameters to enable Offline Chip Authorization. An Issuer may exempt a Visa Card encoded with X Service Code from this requirement.

ID# 151014-010410-0004392

##### 4.1.22.26 Visa Purchasing Card Offline Chip Authorization – AP Region

An AP Issuer of a Visa Purchasing Card containing a Chip with a Visa Smart Payment Application with Offline Authorization controls may define parameters to enable Chip Offline Authorization.

ID# 151014-010410-0004394

#### 4.1.22.28 Consecutive Offline Chip Authorization Counters

When Offline Authorization controls are defined in a Chip and the upper limit for consecutive offline counters is specified, all Chip-initiated Transactions must go Online if the upper limit for the total number or value of consecutive offline Transactions is exceeded. If the terminal is unable to go Online, the Transaction must be declined.

ID# 151014-010410-0004393

#### 4.1.22.29 Cardholder Name on Chip (Updated)

##### Effective through 10 September 2014

The Cardholder name in a Chip must be the same as the name displayed on the Card and encoded on the Magnetic Stripe.

This does not apply to Contactless Payment Devices issued in the US Region.

##### Effective 1 October 2015

For all Contactless Payment Devices issued on after 1 October 2015<sup>1,2</sup>, an Issuer must ensure that the Cardholder name is either:

- Not personalized to be accessible via the contactless interface in the Chip
- Encoded with a generic identifier so that the actual Cardholder name is not transmitted through a Contactless Transaction

<sup>1</sup> In the AP Region and CEMEA Region, 1 April 2015.

<sup>2</sup> In the CEMEA Region, for Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, and United Arab Emirates, 1 July 2015.

ID# 150415-270411-0003595

#### 4.1.22.30 Information in Chip Magnetic-Stripe Image (Updated)

##### Effective through 10 September 2014

The primary Account Number and expiration date in a Chip Magnetic-Stripe Image must be the same as that encoded on the Magnetic Stripe.

ID# 150415-270411-0003596

##### 4.1.22.31 Service Codes on Chip Cards

An Issuer must use a Service Code X on all EMV-Compliant and VIS-Compliant Chip Cards bearing the Visa Brand Mark or Visa Brand Mark with the Electron Identifier.

ID# 151014-010210-0003593

##### 4.1.22.32 Effective Date and Expiration Date Consistency

The expiration date contained in the Chip must be the same as the expiration date encoded on the Magnetic Stripe and displayed on the Card. If applicable, the expiration date of proprietary services on the Card must not exceed the Visa or Visa Electron Payment Application expiration date.

The expiration date on a Visa Card, Visa Electron Card, or Card bearing the Plus Symbol must not be later than the expiration date of the Issuer's Public Key, or any security feature containing an expiration date in a Chip, if one is present on the Card.

If an application effective date on a Chip Card is provided within the Chip, it must reflect the same month as the "VALID FROM" date displayed on the Card, if such a date appears on the Card.

ID# 151014-010410-0003209

##### 4.1.22.33 Integrated Circuit Card Verification Value (iCVV) Requirements – AP Region

An AP Chip Card Issuer must certify support for the Integrated Circuit Card Verification Value (iCVV) in the Magnetic Stripe data encoded on the Chip.

The Card Verification Value (CVV) encoded on other (non-Magnetic Stripe) technologies must differ from the CVV encoded on the physical Magnetic Stripe.

ID# 151014-010410-0004087

##### 4.1.22.34 Issuer Requirements for Post-Issuance Updates

Post-Issuance Updates, or new application loading to a Chip containing a Visa or Visa Electron Payment Application must not adversely impact the Transaction completion time at a Point-of-Transaction Terminal or an ATM.

Post-Issuance Application Load of a Visa or Visa Electron Payment Application is not permitted unless the Card bears the appropriate Visa Brand Mark or Visa Brand Mark with the Electron Identifier.



#### Visa Core Rules and Visa Product and Service Rules

Post-Issuance Application Load of a proprietary ATM application that supports Plus requires the addition of the Plus Symbol at the time of Card reissuance. Card reissuance must occur within 5 years of the Post-Issuance Application Load.

ID# 151014-010410-0004035

#### 4.1.22.35 Issuer Control of Post-Issuance Updates

Post-Issuance Updates to a Chip Card containing a Visa or Visa Electron Payment Application must be controlled exclusively by the Issuer.

ID# 151014-010410-0004034

#### 4.1.22.36 Mobile Gateways – Issuer Requirements

An Issuer that uses a mobile gateway for its Mobile Payment Devices must ensure that the mobile gateway is approved by Visa.

ID# 151014-080312-0026796

#### 4.1.22.37 Mobile Payment Devices – Cardholder Verification Method Requirements

##### Effective 24 March 2014 through 31 December 2014

An Issuer of a Mobile Payment Device that uses a cloud-based payments application must ensure that the Mobile Payment Device supports a Consumer Device Cardholder Verification Method (CDCVM).

##### Effective 1 January 2015

An Issuer of a Mobile Payment Device must ensure that the Mobile Payment Device<sup>1</sup> supports a Consumer Device Cardholder Verification Method (CDCVM).

In the AP Region, CEMEA Region, and US Region, an Issuer of a Mobile Payment Device must ensure that the Mobile Payment Device supports signature as a Cardholder Verification Method.

<sup>1</sup> Except a Visa Micro Tag

ID# 150415-080312-0026784

#### 4.1.22.38 Mobile Payment Devices – Issuer Requirements (Updated)

An Issuer of a Mobile Payment Device must both:

- Register with Visa
- Ensure that the Mobile Payment Device is approved by Visa

An Issuer may use either:

- A Visa-approved secure element and a Visa-approved Visa Mobile Payment Application
- A Visa-approved cloud-based payments mobile application

If an Issuer pre-sets a Consumer Device Cardholder Verification Method (CDCVM) on the Mobile Payment Device, it must not use a CDCVM that is the same as, or otherwise represents, the PIN on the account if the PIN may also be used with the corresponding Card.

An Issuer must not systematically synchronize the Online PIN and the CDCVM on a Mobile Payment Device if the Online PIN is also linked to the corresponding Card.

#### Effective 1 June 2015

If an Issuer uses a secure element and a Visa Mobile Payment Application deployed on or after 1 June 2015, the expiration date of the mobile account must not exceed 10 years<sup>1</sup> from the EMVCo Integrated Circuit Certificate Number (ICCN) approval date, if known.

If the ICCN approval date is not known, the expiration date of the mobile account must not exceed 3 years from the date of provisioning of the account.

<sup>1</sup> In the AP Region, for Issuers in Japan, the expiration date of the account must not exceed 5 years.

ID# 150415-080312-0026783

#### 4.1.22.39 Smart Payment Application Options

An Issuer must define the Payment Application options for its Visa Smart Payment program.

ID# 151014-010410-0004024

#### 4.1.22.40 Issuer Use of Visa Public Keys

An Issuer must ensure that the Visa Public Keys used for a Visa or Visa Electron Payment Application are used solely for that purpose.

ID# 151014-010410-0004025

#### 4.1.22.41 Chip Card Issuer Terminal Risk Management

A Chip Card Issuer must not inhibit Terminal Risk Management (for example: by programming the Chip to bypass Terminal Risk Management).

ID# 151014-010410-0004026

#### 4.1.22.42 Dynamic Data Authentication (DDA) Issuer Requirement (New)

##### Effective 1 October 2015

All Chip Cards issued on or after 1 October 2015<sup>1</sup> that do not have contactless functionality and that support offline Authorization must both:

- Support Dynamic Data Authentication (DDA)<sup>2</sup> (support for combined DDA/application cryptogram generation is optional)
- Not support static data authentication<sup>3</sup>

##### Effective 1 October 2018

All Chip Cards that do not have contactless functionality and that support offline Authorization must both:

- Support DDA<sup>2</sup> (support for combined DDA/application cryptogram generation remains optional)
- Not support static data authentication<sup>4</sup>

<sup>1</sup> In the AP Region for Australia and New Zealand, 1 January 2012, for Japan, 1 October 2018

<sup>2</sup> Online-only Chip Cards that do not have contactless functionality or any type of offline data authentication are still permitted.

<sup>3</sup> In the LAC Region for Brazil, 1 October 2016

<sup>4</sup> In the AP Region for Australia and New Zealand, 1 January 2016, for Japan, 1 October 2023.

ID# 150415-011015-0029158

#### 4.1.22.43 Visa payWave Application Requirement in Australia – AP Region

A Visa Card with contactless payment capability issued or reissued in Australia on or after 23 April 2013 must have the Visa payWave Application enabled on the Card.

An Issuer in Australia must designate Visa payWave as the highest priority application on a Visa Card with multiple contactless payment applications.

The Visa payWave application must remain as the highest priority application on a Visa Card with multiple contactless Payment Applications and must not be modified.

ID# 151014-230413-0027793

#### 4.1.22.44 PIN as Cardholder Verification Method in Australia and New Zealand – Issuer Requirements – AP Region (Updated)

In the AP Region, in Australia and New Zealand, all newly issued or reissued Visa Cards must be issued with a PIN as the preferred Cardholder Verification Method (CVM).<sup>1</sup>

In Australia, when PIN bypass is performed for a domestic Chip-initiated Transaction that requires a PIN, the Authorization Request must be declined. This does not apply to an Unattended Transaction.

In New Zealand, when PIN bypass is performed for a domestic Chip-initiated Transaction, the Authorization Request must be declined. This requirement does not apply to:

- An Unattended Transaction
- **Effective through 16 October 2015**  
A Transaction at a Merchant assigned MCC 5812 (Eating Places and Restaurants)

<sup>1</sup> This does not apply to non-PIN-preferring Cards issued to accommodate specific individual Cardholder needs, as required by applicable laws or regulations.

ID# 150415-210611-0026146

#### 4.1.22.45 Chip Card Application Selection Flag – Canada Region

In the Canada Region, an Issuer may only program an Application Selection Flag (ASF) as follows:

- Where a Compliant Chip Card displays any Visa Brand Name and a competitor brand, the Issuer of that Compliant Chip Card may program an ASF to suppress the ability of the Visa Smart Payment Application contained in the Compliant Chip Card to transact at domestic ATMs.
- Where a Compliant Chip Card displays any Plus Program Mark, the Issuer of that Compliant Chip Card may program an ASF to suppress the ability of the Visa Smart Payment Application contained in the Compliant Chip Card to transact at domestic POS and ATM locations.

ID# 151014-010410-0008733

##### 4.1.22.46 Chip Card Online/Offline Data Authentication – Canada Region

In the Canada Region, a Compliant Chip Card must instruct the terminal to go Online if Offline Data Authentication fails. If the terminal is unable to go Online, the Transaction must be declined.

ID# 151014-010410-0004626

##### 4.1.22.47 Chip Card Script Message Length – Canada Region

A Canada Issuer of a Compliant Chip Card must ensure that the length of any script message sent to any of its Compliant Chip Cards does not exceed 128 bytes per Transaction.

ID# 151014-010410-0004631

##### 4.1.22.49 Application Identifier Priority – US Region

In the US Region, a Visa-owned Application Identifier must always be the highest priority Application Identifier personalized on a VSDC Applet,<sup>1</sup> including in situations where the Visa Rules permit the personalization of non-Visa Application Identifiers on a VSDC applet.

When both the Visa Application Identifier and the Visa US Common Debit Application Identifier are personalized on a VSDC applet, the Visa Application Identifier must be the highest priority Application Identifier.

<sup>1</sup> This does not apply to the Visa US Common Debit Application Identifier when personalized on a non-Visa Card.

ID# 151014-250413-0027578

##### 4.1.22.50 Contactless Card Application Transaction Counter – US Region

A US Issuer must validate the Application Transaction Counter on each of its Cards with contactless payment capability during the Authorization process for a Contactless Payment Transaction.

ID# 151014-010410-0002064

##### 4.1.22.51 Visa payWave Application Requirement – US Region

A US Issuer that issues a Visa Card with Contactless Payment capability must enable the Visa payWave Application on the Visa Card.

ID# 151014-010112-0026754

#### 4.1.22.52 Cardholder Name on Contactless Payment Chip – US Region (Updated)

**Effective through 30 September 2015**

A US Contactless Payment Issuer must either use a generic identifier or leave the Cardholder name field blank on the Contactless Payment chip embedded in the Visa Contactless Payment Device or the Visa Micro Tag.

ID# 150415-010410-0008189

#### 4.1.22.53 Visa-Owned Chip Technology Use – US Region

In the US Region, Visa-owned Chip technology must be used solely for the purpose of facilitating a Visa, Interlink, Visa Electron, or Plus Transaction unless it is a transaction initiated using the Visa US Common Debit Application Identifier from a US Covered Visa Debit Card personalized in accordance with the US common debit personalization requirements. Any other use requires the prior written permission of Visa. Visa-owned Chip technology includes, but is not limited to, all of the following:

- Visa Integrated Circuit Card Specification
- Visa Smart Debit/Credit (VSDC) applet
- Visa Contactless Payment Specification
- Visa Mobile Contactless Payment Specification
- Visa Mobile Payment Application
- Visa, Interlink, Visa Electron, and Plus Payment Application Identifiers

ID# 151014-250413-0027577

#### 4.1.22.54 Visa Micro Tag Issuance Requirements

An Issuer may issue a Visa Micro Tag only if a Cardholder either:

- Already possesses a corresponding full-size Card
- Is issued a corresponding full-size Card at the same time as the Visa Micro Tag

The Visa Micro Tag and the corresponding full-size Card must be the same Visa product type and offer the same benefits.

This does not apply to Visa Prepaid Cards that are Contactless Payment Devices.

ID# 151014-121213-0027966

#### 4.1.22.55 Chip Interoperability Compliance Program

Visa requires the implementation of the Chip Interoperability Compliance Program when Visa determines that progress toward an agreed resolution is no longer acceptable.

ID# 151014-010410-0001291

#### 4.1.22.56 EMV Liability Shift – Issuer Liability for Card-Present Counterfeit Chip Card Transactions (Updated)

A counterfeit Card Transaction completed in a Card-Present Environment is the liability of the Issuer if the following apply:

- The Transaction takes place at an EMV-Compliant Chip-Reading Device.
- If the Transaction is Chip-initiated, it is correctly processed, and, if authorized Online, the Authorization Request includes Full-Chip Data.

ID# 150415-010410-0001820

#### 4.1.22.57 EMV Liability Shift – Issuer Liability for Non-Counterfeit Card-Present Fraudulent Transactions (Updated)

A non-Counterfeit Card fraudulent Transaction completed in a Card-Present Environment is the liability of the Issuer if all of the following occur:

- The Transaction takes place at an EMV PIN-Compliant Device.
- Correct acceptance procedures have been followed (including obtaining Online approval for Transaction amounts over the applicable maximum authorized Floor Limit).
- The Transaction is Chip-initiated and correctly processed to completion and, if authorized Online, the Authorization Request includes Full-Chip Data.

ID# 150415-010410-0001834

#### 4.1.22.58 Liability for Chip Fallback Transactions

A Transaction accepted as a Fallback Transaction is the liability of the Issuer if all of the following apply:

- The Transaction is authorized by the Issuer or the Issuer's agent.
- Appropriate values identifying the Transaction as a Fallback Transaction are included within the related Authorization Message.

- Correct acceptance procedures are followed.

ID# 151014-010410-0001835

### 4.1.22.59 Liability for Chip-Initiated Offline-Authorized Transactions (Updated)

The Issuer is liable for a Chip-initiated, offline-authorized Transaction if all of the following apply:

- Terminal Risk Management is performed.
- Merchant's Floor Limit is not exceeded.

ID# 150415-010410-0004039

### 4.1.22.60 Liability in Card-Present Environment – Canada Region

A Canada Issuer is liable for a Transaction in a Card-Present Environment, whether or not the Transaction is Chip-initiated, when both the:

- Transaction takes place at a Compliant Chip Card Reading Device with a Compliant PIN entry device within Canada
- Canada Acquirer has complied with all Card acceptance requirements

ID# 151014-011010-0004962

## 4.2 Visa Electron

### 4.2.1 Visa Electron Issuer Requirements

#### 4.2.1.1 Visa Electron Program Features

An Issuer must ensure that its Visa Electron Program offers all of the following:

- International or domestic Point-of-Transaction Capability
- ATM access
- Manual Cash Disbursements
- 100% Authorization and electronic Transaction processing
- Signature or PIN verification



## Visa Product and Service Rules

### Issuance

#### Visa Core Rules and Visa Product and Service Rules

- Optional use for Electronic Commerce Transactions

ID# 151014-010410-0004530

#### 4.2.1.2 Cardholder Instructions for Visa Electron Card Use

A Visa Electron Issuer must inform its Cardholders that a Visa Electron Card may be used:

- At a Merchant Outlet displaying the Visa Brand Mark with the Electron Identifier
- At an ATM displaying the Visa Brand Mark or Visa Brand Mark with the Electron Identifier

ID# 151014-010410-0004531

#### 4.2.1.3 Key-Entered Visa Electron Electronic Commerce Transactions

If an Issuer approves a key-entered Visa Electron Electronic Commerce Transaction, the Issuer must comply with the liability and Chargeback requirements that apply for a Visa Transaction.

ID# 151014-010410-0004529

## 4.3 Visa Check Card

### 4.3.1 Visa Check Card – Issuer Requirements

#### 4.3.1.1 Application of Visa Check Card Definition – US Region

In the US Region, Visa reserves the right to determine the application of the definition of the Visa Check Card.

ID# 151014-151014-0029140

#### 4.3.1.2 Card Accessing Cardholder Funds on Deposit – US Region

A US Issuer must not issue or reissue a Visa Card that accesses Cardholder funds on deposit at an organization other than the Issuer's, unless it both:

- Receives prior written consent from the organization where the funds are deposited
- Completes automated clearing house notification requirements

This prohibition does not apply to monthly periodic payments by the Cardholder to the Issuer.

ID# 151014-010410-0004573

#### 4.3.1.3 Visa Check Card Account Restrictions – US Region

In the US Region, a Visa Check Card may be used to access a deposit, investment, or other consumer asset account, including a fiduciary account.

A Visa Check Card must not be used to obtain credit, as defined in *12 CFR Part 226 (Regulation Z)*, unless it involves only an incidental extension of credit under an agreement between the Cardholder and the Issuer, either:

- When the Cardholder's account is overdrawn
- To maintain a specified minimum balance in the Cardholder's account

ID# 151014-010410-0008332

#### 4.3.1.4 Visa Check Card Activation – US Region

A US Issuer must both:

- Require activation of all Visa Check Cards initially issued to Cardholders who did not expressly request or apply for the Visa Check Card
- As part of the activation process, require Cardholders to validate their identity by reasonable means before being able to use the Card

ID# 151014-010410-0004158

#### 4.3.1.5 Visa Check Card Funds Hold Release – US Region

A US Visa Check Card Issuer must release any hold on available funds in its Cardholder's account as a result of an approved Authorization Request either:

- When a matching Clearing Record is received, but no later than 3 business days from the Authorization Request
- For a Real-Time Clearing Transaction:
  - Upon receipt of the Completion Message
  - Upon expiration of the time limit for completion specified in the preauthorization request if a Completion Message has not been received by that time

#### Visa Core Rules and Visa Product and Service Rules

For a PIN-Authenticated Visa Debit Transaction, the Issuer must release any hold on available funds in its Cardholder's account as a result of an approved preauthorization request, as follows:

- Upon receipt of the preauthorization completion message
- After X of the preauthorization request, if a preauthorization completion message has not been received by that time

This requirement does not apply if the Issuer determines that the Transaction or account involves suspicious or unusual activity.

ID# 151014-010410-0004159

#### 4.3.1.6 Visa Check Card II Issuance – US Region

A US Visa Check Card II Issuer must ensure that the expiration date on all Visa Check Card II Cards is no later than 30 June 2015.

ID# 151014-140412-0026504

#### 4.3.1.7 Visa Check Card Credit Transaction Receipt – US Region

A US Visa Check Card Issuer must post a Credit Transaction Receipt to a Cardholder's account within one business day of Settlement, unless the Issuer determines that the circumstances or account history warrant a delay.

ID# 151014-010410-0004160

#### 4.3.1.8 Visa Check Card POS Balance Inquiry Service – US Region

A US Visa Check Card Issuer must not provide account balance information in response to a POS Balance Inquiry Service request on any of its Visa Check Card products.

ID# 151014-010410-0004161

#### 4.3.1.9 Visa Online Check Card (Check Card II) Transaction Requirements – US Region

##### Effective through 30 June 2015

In the US Region, in addition to the requirements specified for Visa Check Cards, a Visa Check Card II Issuer must be capable of all of the following:

## Visa Product and Service Rules

Issuance

### Visa Check Card

- Supporting PINs for all Transaction types
- Supporting the Visa Cash-Back Service
- Processing Transactions containing a non-Visa Acquirer BIN
- Complying with all Visa Check Card II requirements, as specified in the appropriate VisaNet Manuals

ID# 151014-010410-0004170

### 4.3.2 Secured Card – Issuer Requirements

#### 4.3.2.1 Secured Card Security Deposit Requirement – US Region

A US Issuer must hold any cash security deposit for issuance of a Visa Card in a federally insured account in the name of the Cardholder.

The Issuer must not assign an interest in a security deposit to any third party.

ID# 151014-010410-0008334

#### 4.3.2.2 Secured Visa Card Solicitations – US Region

A US Member or its Agent that solicits a secured Visa Card account must do all of the following:

- Specify in its solicitation material that to obtain the Visa Card, the potential Cardholder must open a deposit account that will serve as collateral for the Visa Card account
- Indicate the portion of the deposit that will be allocated as the line of credit accessed by the Visa Card
- Ensure that any secured Visa Card application processing fees accepted from the Cardholder are made payable to the Issuer, not the Agent

ID# 151014-010410-0001217

### 4.4 Visa Gold

#### 4.4.1 Visa Gold – Customer Service Requirements

##### 4.4.1.1 Visa Gold/Premier Card Customer Service Telephone Number

Each Visa Gold/Premier Issuer must both:

- Provide to its Visa Gold/Premier Cardholders a toll-free telephone number available 24 hours a day, 7 days a week to obtain emergency services
- Communicate the telephone number to its Cardholders at least once each year

ID# 151014-010410-0004222

#### 4.4.2 Visa Gold – Issuer Requirements

##### 4.4.2.1 Visa Gold/Premier Card Issuance

A Visa Gold Card or Visa Premier Card Issuer:

- Must comply with the global support services requirements, either independently or through Visa
- May offer its Visa Gold Cards or Visa Premier Cards as any type of payment device with an option to access any of the following:
  - Line of credit
  - Depository account
  - Other Cardholder assets available through the Issuer

ID# 151014-010410-0004220

##### 4.4.2.2 Visa Gold and Platinum Cards Issued on a Visa Platinum BIN – CEMEA Region

In the CEMEA Region, a Visa Gold Card issued on a Visa Platinum BIN must comply with the Visa Gold Card design requirements.

ID# 151014-010410-0008339

## Visa Product and Service Rules

Issuance

### Visa Platinum

#### 4.4.2.3 Visa Gold Card Fees – LAC Region

In the LAC Region, Visa will assess an annual fee for each Visa Gold account reported. This fee includes mandatory travel accident insurance with coverage of USD 250,000 and auto rental insurance with global coverage.

ID# 151014-011009-0008922

#### 4.4.3 Visa Gold – Features and Benefits

##### 4.4.3.1 Visa Gold Card Auto Rental Collision Damage Waiver – Canada Region

A Canada consumer Visa Gold Card Issuer may offer collision/loss damage insurance either:

- Through the Visa Auto Rental Collision Damage Waiver program
- Independently

If the Issuer offers the Visa Auto Rental Collision Damage Waiver program, the Cardholder may obtain information about the program through Visa Global Customer Care Services, unless Visa has approved alternate arrangements.

If the Issuer offers collision/loss damage insurance independently, the program features must meet or exceed the minimum features, customer service level, and program administration standards currently available from Visa.

ID# 151014-010410-0008236

## 4.5 Visa Platinum

#### 4.5.1 Visa Platinum – Card Requirements

##### 4.5.1.2 Visa Platinum Debit Product Name Requirements in Australia - AP Region (Updated)

In the AP Region, an Australia Visa Platinum debit Card Issuer must use either the Product Name “Platinum” or an alternative name that complies with all of the following:

- Reflects the status of a premium debit product
- Is a unique name to identify the product type

## Visa Product and Service Rules

### Issuance

#### Visa Core Rules and Visa Product and Service Rules

- Is easily recognizable by a Merchant
- Is clearly displayed on the front of the Card
- Is not used for any other Visa product type
- Is only shared with other payment network-branded products that target an equivalent customer segment

ID# 150415-101014-0029222

#### 4.5.3 Visa Platinum – Issuer Requirements

##### 4.5.3.3 Visa Platinum Card Issuance Requirements – Canada Region

A Canada Visa Platinum Card Issuer must comply with all requirements related to Visa Gold Cards.

ID# 151014-010410-0004413

##### 4.5.3.5 Visa Platinum Card Performance Standards and Non-Compliance Assessments – LAC Region

An LAC Visa Platinum Issuer that fails to meet the performance standards for Visa Platinum Cards is subject to corrective action, as specified in

ID# 150415-150813-0008343

#### 4.5.4 Visa Platinum – Features and Benefits

##### 4.5.4.6 Visa Platinum Card Travel Rewards Program – LAC Region

An LAC Visa Platinum credit Card Issuer must provide a rewards program that offers Cardholders, through purchases with Visa Platinum Cards, the ability to accumulate points that can be redeemed for, at a minimum, airline travel.

The rewards program may be sponsored by Visa (Visa Rewards), an Issuer, or through an Airline Affinity/Co-Brand Program.

Cardholders must not be assessed an additional fee for membership in the rewards program.

Visa Platinum debit Cards are exempt from any obligation to offer any rewards programs.

ID# 151014-010410-0008813

## 4.6 Visa Rewards

### 4.6.1 Visa Rewards – Card Requirements

#### 4.6.1.3 Visa Rewards Product Point of Sale Spend Requirement – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Rewards Product must meet the country-specific spend threshold established by Visa, failing which Visa may automatically modify the Interchange Reimbursement Fee (IRF) designation for the Card account using the spend qualification assessment.

The IRF designation will be determined based on whether the Card account meets the Visa Rewards Product spend threshold.

Spend qualification assessment methodology may be defined by Visa within the specific country.

ID# 151014-130214-0027969

### 4.6.3 Visa Rewards – Issuer Requirements

#### 4.6.3.1 Visa Rewards Product Issuer Requirements – AP Region and CEMEA Region

In the AP Region and the CEMEA Region, a Visa Rewards Product Issuer must do all of the following:

- Register its participation in the program with Visa
- Receive written approval for its rewards program from Visa before issuing any rewards Cards or launching the program
- Inform Visa of any changes to its rewards program

ID# 151014-131212-0027242

#### 4.6.3.3 Visa Rewards Product BIN Requirements – AP Region and CEMEA Region

In the AP Region and the CEMEA Region, an Issuer must issue its Visa Rewards Product on a unique BIN or account range, unless the Issuer participates in Account Level Processing.



ID# 151014-131212-0027243

### 4.6.3.12 Visa Rewards Product Name Requirements in Australia - AP Region (New)

In the AP Region, an Australia Visa Rewards Card Issuer must use a Product Name that complies with all of the following:

- Differentiates the Visa Rewards Card from the Issuer's other card products
- Is not "Visa Rewards"
- Reflects the Card's status of a super-premium product
- Is unique enough to identify the product type
- Is easily recognizable by a Merchant
- Is not used for other Visa Products, except Visa Signature
- Is shared only with other payment network-branded products that target an equivalent customer segment, following Visa approval
- Includes "Visa"
- Is used whenever the product is referenced

ID# 150415-101014-0029224

### 4.6.4 Visa Rewards – Features and Benefits

#### 4.6.4.4 Visa Rewards Card Concierge Services in Australia – AP Region (New)

In the AP Region, an Australia Visa Rewards Card Issuer must offer concierge services and must make these services available through a customer service attendant by telephone 24 hours a day, 7 days a week.

ID# 150415-101014-0029223

#### 4.6.5 Visa Traditional Rewards – Issuer Requirements

##### 4.6.5.1 Visa Traditional Rewards Product Requirements – US Region

A US Visa Traditional Rewards Card Issuer must comply with Visa Traditional product requirements, including, but not limited to, core service requirements.

ID# 151014-010410-0003883

##### 4.6.5.3 Issuer Rewards Program Registration – US Region (Updated)

A US Issuer must both:

- Register its Visa Traditional Rewards program with Visa

ID# 150415-010410-0008806

##### 4.6.5.5 Visa Traditional Rewards Program Penalties for Non-Compliance – US Region

In the US Region, a Visa Traditional Rewards Card Issuer must meet the Visa Traditional Rewards Card product requirements to qualify for and receive the Visa Traditional Rewards Interchange Reimbursement Fee, or it may be subject to non-compliance assessments.

ID# 151014-010410-0003899

#### 4.6.6 Visa Traditional Rewards – Features and Benefits

##### 4.6.6.1 Visa Traditional Rewards Program Participation – US Region

In the US Region, a Visa Traditional Rewards Card Issuer must do all of the following:

- Offer a rewards program to its Visa Traditional Cardholders
- Notify Cardholders, at least quarterly, of their Rewards Currency via a stand-alone communication piece,

ID# 151014-160211-0026236

#### 4.6.6.2 Visa Traditional Rewards Terms and Conditions – US Region

In the US Region, a Visa Traditional Rewards Card Issuer must comply with all of the following:

- Provide complete and accurate disclosure of all Visa Traditional Rewards Card terms and conditions, including, but not limited to, Rewards Currency, Rewards Currency accrual, expiration and maximum cap, point redemption, costs, fees (if any), an explanation of Qualifying Purchases, and all other material terms and conditions upon Cardholder enrollment in the program, and as required by applicable laws and regulations
- Communicate in writing the value of the Rewards Currency to its Cardholders, annually or as required by applicable laws or regulations, including, at minimum, all of the following information:
  - Amount earned
  - Amount redeemed
  - Balance remaining
- Notify the Cardholder of any material changes to the program terms and conditions before the revision effective date
- Ensure the accuracy of any information that it or its Agent provides to its Cardholders

ID# 151014-010410-0003897

## 4.7 Visa Signature

### 4.7.1 Visa Signature and Visa Signature Preferred – Card Requirements

#### 4.7.1.1 Visa Signature Card Requirements

A Visa Signature Card Issuer must include features and services equivalent to the Visa Infinite Card and all of the following:

- No pre-set spending limit<sup>1</sup>
- Access to web services specific to Visa Signature Cardholders
- A Card design specific to a Visa Signature Card

<sup>1</sup> This does not apply in the US Region for Visa Signature Cards not issued as Visa Charge Cards.

ID# 150415-010410-0008228

#### 4.7.1.4 Visa Signature Card Point-of-Sale Spend Requirement – AP Region and CEMEA Region

In the AP Region and CEMEA Region, a Visa Signature Card must meet the country-specific spend threshold established by Visa, failing which Visa may automatically modify the Interchange Reimbursement Fee designation for the Card account using the spend qualification assessment. The IRF designation will be determined based on whether the Card account meets or does not meet the Visa Signature Card spend threshold, as specified in either, as applicable:

- Section 4.7.1.3, Visa Signature Card Point-of-Sale Spend Qualification Threshold – AP Region
- Section 4.7.1.7, Visa Signature Card Point-of-Sale Spend Qualification Threshold – CEMEA Region

Spend qualification assessment methodology may be defined by Visa within the specific country.

ID# 151014-010110-0027304

#### 4.7.2 Visa Signature and Visa Signature Preferred – Customer Service Requirements

#### 4.7.2.5 Visa Signature and Visa Signature Preferred Card Customer Service Requirements – US Region

In the US Region, a Visa Signature and Visa Signature Preferred Issuer must do all of the following:

- Provide to its Cardholders a customer service toll-free telephone number available 24 hours a day, 7 days a week
- Ensure that the number is:
  - Serviced either by a customer service agent or a voice response unit

Issuers must also ensure access to account information 24 hours a day, 7 days a week through any or all of the following:

- Customer service agent
- A voice response unit
- Online access

ID# 151014-010410-0003906

##### 4.7.2.6 Visa Signature and Visa Signature Preferred Card Website – US Region

In the US Region, a Visa Signature and Visa Signature Preferred Issuer must provide its Cardholders access to a website that offers special information and services specific to its Visa Signature and Visa Signature Preferred Cardholders.

ID# 151014-010410-0003923

##### 4.7.3 Visa Signature and Visa Signature Preferred – Issuer Requirements

###### 4.7.3.10 Visa Signature Card BIN Requirement – LAC Region

A Visa Signature Card Issuer in the LAC Region must use a unique BIN for its Visa Signature Cards.

ID# 151014-151013-0004498

###### 4.7.3.12 Visa Signature Cardholder Information – US Region

In the US Region, a Visa Signature or Visa Signature Preferred Issuer must offer its Cardholders, during the application process, the option to have their personal information kept confidential.

If selected, the Issuer must not provide Cardholder or account details to external or non-affiliated organizations for the purpose of marketing mailing lists, products, or services.

The Issuer may, for Affinity/Co-Branded Card accounts, disclose that this option does not apply to the Affinity/Co-Brand Partner.

ID# 151014-010410-0003909

###### 4.7.3.16 Visa Signature Preferred Charge Card Allowable Decline and Referral Reasons – US Region

In the US Region, an Issuer that issues a Visa Signature Preferred Card as a Visa Charge Card must generate a Decline Response or a Referral Response only as follows:

ID# 151014-010410-0005414

### 4.7.3.19 Visa Signature and Visa Signature Preferred Cardholder Notification – US Region

In the US Region, a Visa Signature or Visa Signature Preferred Issuer must provide notification to the Cardholder both:

- Before ongoing Transactions can be declined
- When an account needs to be suspended or closed for any reason

ID# 151014-010410-0003218

### 4.7.3.20 Visa Signature Card Enhanced Billing Support – US Region

In the US Region, a Visa Signature Issuer must provide enhanced billing support resolution services to X

ID# 151014-010410-0003907

## 4.7.4 Visa Signature and Visa Signature Preferred – Features and Benefits

### 4.7.4.2 Visa Signature Card Concierge Services – AP Region

In the AP Region, a Visa Signature Issuer must offer concierge services in key international travel markets and must make these services available through a customer service attendant by telephone 24 hours a day, 7 days a week.

The Issuer must provide all of the following:

- Emergency travel arrangement provisions
- Passport, visa, and customs information
- Country and major city information
- Translation and message assistance
- Transportation information
- Restaurant, health club, entertainment events, shopping information, and assistance with gift arrangement
- ATM location guide
- Weather forecast

- Business services

ID# 151014-151014-0028265

#### 4.7.4.9 Visa Signature Card Travel Rewards Program – LAC Region

An LAC Visa Signature Card Issuer must provide a rewards program that offers Cardholders, through purchases with Visa Signature, the ability to accumulate points that can be redeemed for Airline travel. The rewards program may be sponsored by Visa (Visa Rewards), an Issuer, or an Airline Affinity/Co-Brand Program. Cardholders must not be assessed an additional fee for membership in the rewards program.

ID# 151014-010410-0004500

#### 4.7.4.10 Visa Signature and Visa Signature Preferred Spending Limits and Payment Options – US Region

A US Visa Signature Issuer may allow a Visa Signature Cardholder the option to either:

- Pay in full each statement cycle. The minimum spending limit for a Visa Signature Card issued as a Visa Charge Card must not be less than USD 2,000 per month.
- Revolve. This option does not apply to Visa Charge Cards.
  - For Visa Signature Cards, if positioned as a revolving product, the Issuer must permit a minimum revolving balance of at least USD 5,000 during each statement cycle.
  - For Visa Signature Preferred Cards, if the Visa Signature Preferred Cardholder is allowed the option to revolve, the Issuer must permit a minimum revolving balance of at least USD 5,000 during each statement cycle.

ID# 151014-240211-0008237

#### 4.7.4.11 Visa Signature and Visa Signature Preferred Rewards Program Participation – US Region

In the US Region, a Visa Signature or Visa Signature Preferred Issuer must both:

- Offer a rewards program to its Visa Signature or Visa Signature Preferred Cardholders
- Notify Cardholders, at least quarterly, via billing statement or stand-alone statement, of reward points earned during the relevant period

ID# 151014-010410-0003915

### 4.8 Visa Infinite

#### 4.8.1 Visa Infinite/Visa Infinite Preferred/Visa Infinite Privilege – Card Requirements

##### 4.8.1.1 Visa Infinite Card Spending Limits

An Issuer that elects to offer the Visa Infinite product must offer its Visa Infinite Cardholders either:

- A no pre-set limit, excluding Emergency Card Replacements
- A minimum spending limit of X (or local currency equivalent) during each statement cycle in which a Cardholder has satisfied previous obligations to the Issuer

ID# 221014-010410-0004539

##### 4.8.1.2 Visa Infinite Card Features and Branding Requirements

A Visa Infinite Card Issuer must offer both:

- Unique features that differentiate the Visa Infinite Card from any other Visa Card product it issues
- The highest purchasing power available within the applicable Visa Region and the Issuer's Visa Card portfolio, except when the Member-developed Card product:
  - Is not branded with a Visa Card product name
  - Does not use the Sample Card Design or reserved color of a Visa Card product

ID# 151014-010410-0004532

##### 4.8.1.3 Visa Infinite Preferred Card Point-of-Sale Spend Requirement – AP Region

In the AP Region, a Visa Infinite Preferred Card must meet the spend threshold established by Visa, failing which Visa may automatically modify the Interchange Reimbursement Fee (IRF) designation for the Card account using the spend qualification assessment. The IRF designation will be determined based on whether the Card account meets or does not meet the Visa Infinite Preferred Card spend threshold of USD 120,000.

Spend qualification assessment methodology may be defined by Visa within a specific country.

ID# 151014-010110-0027305



### 4.8.2 Visa Infinite/Visa Infinite Preferred/Visa Infinite Privilege – Customer Service Requirements

#### 4.8.2.2 Visa Infinite Card Emergency Payment Authorization Service

A Visa Infinite Card Issuer must do all of the following:

- Be available to respond to a request from the Emergency Payment Authorization Service 24 hours a day, 7 days a week
- Provide all needed information and a decision to approve or deny the request during the initial telephone contact with Visa Global Customer Care Services
- Provide the Merchant, or Visa Global Customer Care Services, with a unique Authorization Code
- If providing the service directly to the Cardholder, contact the Merchant to verify the circumstances, explain the service, and complete the Transaction

ID# 151014-010410-0008300

#### 4.8.2.3 Visa Infinite Card Emergency Services

If a Visa Infinite Issuer offers Visa emergency services, it must both:

- Provide a toll-free telephone number 24 hours a day, 7 days a week
- Communicate the telephone number to the Cardholder annually

ID# 151014-010410-0004544

#### 4.8.2.4 Visa Infinite Cardholder Notification and Complaints

A Visa Infinite Card Issuer must do all of the following:

- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Transaction Authorizations
- Identify action plans to improve customer service
- Make customer complaint information available to Visa

These requirements do not apply to Visa Infinite Issuers in the LAC Region.

ID# 151014-010410-0004543

### 4.8.3 Visa Infinite/Visa Infinite Preferred/Visa Infinite Privilege – Issuer Requirements

#### 4.8.3.1 Visa Infinite Card Permitted Account Types

At the option of Visa, an Issuer may provide a Visa Infinite Card with charge, credit, or debit capability.

ID# 151014-010410-0004537

#### 4.8.3.2 Visa Infinite Card Restriction on Declines Due to Pre-Set Limits

For Visa Infinite Cards issued with no pre-set limit, Transactions must not be declined because of a pre-set limit of any kind. Transactions must be approved or declined based on one or more of the following:

- The absence of suspected fraud
- The Cardholder's spending patterns
- Issuer determination of the likelihood of default
- Request from a Cardholder participating in Visa Payment Controls

ID# 151014-010410-0005422

#### 4.8.3.4 Visa Infinite Card Marketing

A Visa Infinite Issuer must obtain written approval from Visa before distribution of Merchant partnership or emergency services material to its Cardholders.

In the AP Region, a Visa Infinite Issuer must:

- Commit advertising support for Visa Infinite at a level defined by Visa in consultation with Members in that market
- Receive written approval from Visa prior to distribution of Cardholder communication materials

ID# 151014-010410-0004545

##### 4.8.3.9 Visa Infinite Preferred Card – Compliance with Visa Infinite Regulations in Singapore – AP Region

In the AP Region, a Singapore Visa Infinite Preferred Card Issuer must ensure that its Visa Infinite Preferred Cards meet all requirements that apply to Visa Infinite Cards issued in Singapore.

ID# 151014-041111-0026541

##### 4.8.3.10 Visa Infinite Preferred Card BIN in Singapore – AP Region

In the AP Region, a Visa Infinite Preferred Card Issuer in Singapore must use a unique BIN for its Visa Infinite Preferred Cards and must not use the BIN for any other Card type.

An Issuer must not reclassify a BIN of another Card program to a Visa Infinite Preferred Card BIN unless Visa approves the reclassification and the Issuer has reviewed and confirmed that all existing Cardholders meet the qualification for Visa Infinite Preferred Cards.

ID# 151014-041111-0026542

##### 4.8.3.14 Visa Infinite Privilege Card Permitted Account Types – Canada Region

At the option of Visa, an Issuer may provide a Visa Infinite Privilege Card with charge and/or credit capability.

ID# 151014-240513-0027698

##### 4.8.3.15 Visa Infinite Privilege Program Compliance with Visa Infinite Rules – Canada Region

A Canada Visa Infinite Privilege Card Issuer must comply with all requirements related to the Visa Infinite Card program.

ID# 151014-240513-0027692

##### 4.8.3.16 Visa Infinite Privilege Card Account Number and BIN Designation – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must use one of the following options to identify and distinguish Visa Infinite Privilege products from other Visa Card products:

- Account range processing – A new Account Number range within a Visa Infinite BIN

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- Account level processing (ALP) – Individual Account Numbers
- BIN level processing – Unique BIN assigned by Visa

The Issuer must not reclassify a BIN to represent a product other than the Visa Infinite Privilege Card without prior permission from Visa.

ID# 151014-240513-0027697

#### 4.8.3.18 Declined Visa Infinite Privilege Card Transactions – Canada Region

In the Canada Region, for Visa Infinite Privilege Cards issued with a no pre-set spending limit, an Issuer must provide notification to the Cardholder before ongoing Transactions may be declined.

ID# 151014-240513-0027701

#### 4.8.3.19 Visa Infinite Privilege Card Marketing – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must both:

- Promote the Visa Infinite Privilege features, benefits and services to the Cardholders
- Obtain written approval from Visa prior to distributing marketing materials to its Cardholders

ID# 151014-240513-0027702

### 4.8.4 Visa Infinite/Visa Infinite Preferred/Visa Infinite Privilege – Features and Benefits

#### 4.8.4.1 Visa Infinite Card Minimum Benefits

An Issuer must provide enhanced benefits to its Visa Infinite Cardholders for all the following 3 benefit categories:

- Priority assistance and convenience
- Exclusive privileges and rewards
- Safety and security

These requirements do not apply to Visa Infinite Cards issued in the LAC Region.

ID# 151014-010410-0008311

#### 4.8.4.2 Visa Infinite Card Web Services

An Issuer must, either independently or through Visa, offer its Visa Infinite Cardholders access to a website that offers special information and services to high-end consumers.

The Visa Infinite website must do all of the following:

- Limit access to Visa Infinite Cardholders only
- Provide a description of Visa Infinite Card services, benefits, and features
- Provide a detailed listing of the Visa Infinite Exclusive Privileges Merchant partner offers
- Include all of the following minimum value-added content and services for travel and entertainment:
  - Travel-related content not readily available from other sources
  - Online concierge service, if concierge service is offered by the Visa Region or Member's Infinite product
  - Contact information for Cardholders to inquire about Visa Infinite services and to provide feedback

These requirements do not apply to Visa Infinite Cards issued in the LAC Region.

ID# 151014-010410-0008415

#### 4.8.4.16 Visa Infinite Privilege Card Website – Canada Region

In the Canada Region, a Visa Infinite Privilege Card Issuer must provide its Cardholders exclusive access to the Visa Infinite Privilege website that:

- Details information about Visa Infinite Privilege Card features, services, and benefits
- Enables Cardholders to link from the Issuer website to the Visa Infinite Privilege dedicated website

ID# 151014-240513-0027703

## 4.10 Campus Card

### 4.10.1 Campus Card – Issuer Requirements

#### 4.10.1.1 Visa Campus Card Issuance – US Region (Updated)

In the US Region, participation in Visa Campus Card program is limited to principal Issuers and Sponsored Members.

A US Campus Card Issuer must do all of the following:

- Limit issuance of a Visa Campus Card to:
  - **Effective through 30 September 2014**  
A Consumer Visa Check Card or a Visa Prepaid Card
  - **Effective 1 October 2014**  
A Visa Debit Campus Card or a Visa Prepaid Card
  - “Active” student, staff, or faculty members at colleges and universities as defined by the Issuer in association with each school. “Active” status must be associated with the Cardholder’s academic or employment status with the school.
- Ensure that any student identification number printed on the Campus Card does not contain any portion of the student’s Social Security Number, the Account Number or any other number that may present a privacy or security risk
- **Effective through 30 September 2014**  
Link the Campus Card to a deposit account if the Campus Card is issued as a Visa Check Card
- Limit issuance of a Visa Campus Card to:
  - Identification
  - Building access
  - Library access
  - Other Visa-approved proprietary closed-loop applications
- Enable alternative network routing as required to comply with Regulation II

ID# 150415-011014-0027551

##### 4.10.1.2 Campus Card Extraneous Numbers or Devices – US Region

In the US Region, any extraneous number or device embossed, printed, etched, encoded, or otherwise affixed to a Campus Card must not be used to facilitate any financial transactions, other than closed-loop proprietary college or university system transactions.

ID# 151014-150113-0027553

## 4.11 Prepaid

### 4.11.1 Prepaid – Issuer Requirements

#### 4.11.1.1 Visa Prepaid Card Program Issuance Requirements

A Visa Prepaid Card Issuer must:

- Obtain Visa approval prior to implementing a Visa Prepaid Card program
- Adhere to anti-money laundering and anti-terrorist financing requirements
- Prohibit unauthorized reselling of its Visa Prepaid Cards or accounts
- Not issue Visa Prepaid Cards as any type of consumer credit program that extends a line of credit
- Ensure that the expiration date embossed on the Card and encoded on the Magnetic Stripe and Chip (when used) does not exceed 5 years from the date of issuance
- For Visa Gift Cards issued in the US Region, the Issuer must ensure the expiration date encoded on the Magnetic Stripe or Chip (when used) and embossed or printed on a Visa Gift Card does not exceed 9 years from the date of issuance
- Print a customer service telephone number<sup>1</sup> on the back of a Visa Prepaid Card
- Support Authorization Reversals

<sup>1</sup> In the US Region, the number must be a toll-free telephone number.

ID# 151014-150210-0003633

#### 4.11.1.2 Visa Prepaid Card BIN

A Visa Prepaid Issuer must use a unique BIN for each of the following:<sup>1</sup>

- Consumer Visa Prepaid Cards

- Commercial Visa Prepaid Cards
- Reloadable Cards
- Non-Reloadable Cards

A Visa Prepaid Card program type within the consumer, commercial, reloadable or non-reloadable Card products must be assigned a unique BIN or BIN range.

<sup>1</sup> This requirement does not apply in the LAC Region.

ID# 150415-010410-0008352

### 4.11.1.4 Visa Prepaid Card Funds and Reserves Requirements

A Visa Prepaid Card Issuer must establish fund reserves to cover Visa Prepaid Card Transactions and Settlement obligations. The Issuer must do all of the following:

- Ensure that prepaid funds are used only for valid Presentments
- Ensure that reserves are used only to cover direct program losses
- Monitor Agent reserves and account funding, including that of Mobile Network Operators (MNOs), and have access to Agent and MNO systems
- Periodically review and monitor Cardholder funds, including exception reporting
- In instances where the settlement or movement of funds between Visa Prepaid Card Issuers and their Agents is delayed, remit the funds as expeditiously as possible

A Visa Prepaid Card Issuer must hold and control all Visa Prepaid Card funds and Agent reserves in an account controlled by the Issuer. This requirement does not apply to:

- Members in countries where applicable laws or regulations require funds to be held in approved trust accounts
- In the US Region, Issuers of Visa Health Savings Account (HSA) programs, where funds must be held in an IRS-approved trust account
- Issuers of Visa Mobile Prepaid (VMP) where funds are held with an Issuer-approved Mobile Network Operator's (MNO) financial institution partner.

A Visa Mobile Prepaid (VMP) Issuer must:

- Establish and hold reserves from the MNO to cover Card Transactions and Visa Settlement obligations
- Perform annual due diligence on the MNO's financial institution partner

ID# 151014-010114-0027830



##### 4.11.1.6 Visa Prepaid Account Balances

An Issuer must disclose its obligation for Card balances to its Visa Prepaid Cardholder. The disclosure must comply with all of the following:

- Be either in writing or other appropriate means as approved by Visa
- Identify the Issuer responsible for Prepaid Account balances either on the front or back of the Card
- Not imply that Visa is liable for outstanding balances

ID# 151014-010410-0008353

##### 4.11.1.11 Point-of-Sale Balance Inquiry and Return Service – Issuer Participation Conditions

An Issuer that participates in the Point-of-Sale Balance Inquiry and/or a Point-of-Sale Balance Return Service must complete systems testing with Visa.

In the US Region, a Visa Prepaid Issuer of Visa Gift Cards, Visa Incentive Cards, or other Non-Reloadable Visa Prepaid Cards must participate in the Point-of-Sale Balance Inquiry and/or Point-of-Sale Balance Return Service.

ID# 151014-080514-0025545

##### 4.11.1.15 Visa Prepaid Card Transaction Data Requirements – LAC Region (New)

In the LAC Region, an Issuer of a Visa Prepaid Card in Brazil must be able to receive the Merchant legal name and Merchant tax identification number in the Clearing Record for a Transaction completed with a Visa Prepaid Card of government programs.

ID# 150415-011014-0029035

#### 4.11.2 Prepaid – Agent Use/Risk Controls

##### 4.11.2.1 Visa Prepaid Card – Use of Agents – US Region

In the US Region, a Visa Prepaid Card Issuer that uses Agents for its Visa Prepaid Card program must do all of the following:

- Establish underwriting, monitoring, and control policies for its Agents
- Establish policies and procedures for reviewing solicitation materials used by its Agents

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- Ensure that the policies are approved by its board of directors unless Visa specifically waives this requirement
- Provide the policies to Visa upon request
- Monitor its Agents and ensure it has access rights to all of its Agents' systems and reports
- Submit a report on all Agent relationships to Visa on a quarterly basis

ID# 151014-010410-0008356

### 4.11.2.2 Visa Prepaid Issuer Risk Program Review – US Region

In the US Region, a Visa Prepaid Issuer or its Agent must cooperate with Visa, or an entity approved by Visa, for the completion of periodic review of the Issuer's or its Agent's operations at any time.

The Issuer both:

- Is responsible for the cost of the periodic review
- Must provide to Visa:
  - A copy of the self-assessment questionnaire on a quarterly basis
  - A copy of the review report upon request

ID# 151014-010410-0008359

### 4.11.3 Prepaid – Affinity/Co-Branding

#### 4.11.3.1 Additional Permitted Member Identification for Prepaid Cards

To display the Marks of another Visa Member on its Visa Prepaid Cards, an Issuer must do all of the following:

- Obtain prior approval from Visa
- Clearly identify itself as the Issuer on the Card and program materials
- Own, underwrite, and exercise complete control over the Prepaid Card Account and the receivables associated with it. The non-issuing Member must act only as the distributor/reseller.
- Maintain responsibility for all customer service functions for the Prepaid Card
- Use another Member's Mark only on:
  - Non-Reloadable Visa Prepaid Cards

- Visa TravelMoney or Visa Prepaid Cards used primarily for travel

ID# 151014-110413-0027675

#### 4.11.3.3 Visa Prepaid Card Affinity/Co-Brand Partner Eligibility Exception

For Visa Prepaid Cards, an Issuer that displays the Marks of a non-Member entity that is engaged in banking activities and eligible for Visa membership must comply with all of the following:

- Obtain prior written consent from Visa
- Ensure that the Affinity/Co-Brand Program is established solely for the purpose of providing the distribution or sale of certain Visa Prepaid Cards
- Ensure that the distribution or sale of Visa Prepaid cards by the Affinity/Co-Brand Partner is limited to either:
  - Non-Reloadable Cards
  - Visa Prepaid Travel Cards including Visa TravelMoney Card
- Maintain complete control over the Affinity/Co-Brand Visa Prepaid Cards including responsibility for customer service and assumption of financial liability. The Affinity/Co-Brand Partner must not be engaged in an ongoing contractual relationship with the Cardholder in connection with the Issuer's Visa Prepaid Card.<sup>1</sup>
- Assume complete responsibility for oversight and control of their Affinity/Co-Brand Partner in accordance with the reseller requirements specified in Section 4.11.1.16, "Visa Prepaid Cards – Reseller Organization Requirements."

<sup>1</sup> This does not apply in the LAC Region, as specified in Section 4.1.2.1, "Second Line of Credit for On-Us Transactions – LAC Region."

ID# 151014-110413-0027677

#### 4.11.4 Prepaid – Cross-Border Remittance

##### 4.11.4.4 Issuer Requirements for the Distribution of Visa Prepaid Cards Outside the Country of Issuance

To distribute Visa Prepaid Cards outside the country of issuance, a Visa Prepaid Card Issuer must both:

- Submit all required documentation for prior written approval from Visa for each of its Visa Prepaid Card programs that it enables for distribution in a different country

- Not engage in any activity that amounts to active solicitation and issuance outside its principal country of business

ID# 150415-081211-0026801

#### 4.11.4.5 Limitation of Distribution of Visa Prepaid Cards Outside the Country of Issuance

An Issuer authorized to distribute Visa Prepaid Cards outside its country of Issuance must limit such distribution to Prepaid products that are funded solely by a multinational corporation or a government entity.

For Visa Prepaid Cards distributed outside the country of issuance and funded by a multinational corporation, the Issuer must do all of the following:<sup>1</sup>

- Be a Visa Member in the country where the multinational corporation has its principal place of business
- Ensure that no more than 25% of the multinational corporation's revenue is derived from activities outside the country in which the participating Issuer is located
- Ensure that the number of the multinational corporation's employees resident outside the country in which the participating Issuer is located does not exceed 25% of the multinational corporation's overall employee count
- For a Visa Prepaid Card funded for the purpose of insurance-to-consumer programs, ensure that the insurance company is located within the country of the Issuer and Cards are provided only to policy holders who may be living abroad. Centralized global Card distribution for global or multinational insurance companies is prohibited.

For Visa Prepaid Cards distributed outside the country of issuance and funded by a government entity:

- Ensure that no more than 25% of the total beneficiaries of the government disbursements under the specified government program reside outside the country of the Issuer
- Ensure that the government entity is located within the same country as the Issuer

<sup>1</sup> This restriction does not apply to Airlines, Cruise Lines, and sea-based shipping companies.

ID# 150415-081211-0026802

#### 4.11.5 Prepaid – Authorization Services/Funds Access

##### 4.11.5.1 Visa Prepaid Card Selective Authorization

A Visa Prepaid Card Issuer's systematic decline responses to Authorization Requests for specific Prepaid Cards must be based only on the following criteria:

- MCC
- Merchant name or terminal identification
- Location or Merchant Outlet

A Prepaid Card Issuer must obtain approval from Visa before implementing Selective Authorization programs or limiting acceptance, except when the Issuer suspects fraudulent or unusual activity.

ID# 151014-010410-0025537

##### 4.11.5.2 Partial Authorization Service for Visa Prepaid Card Issuers

A Visa Prepaid Card Issuer and its VisaNet Processor that offers Partial Authorization must support Partial Authorization Transactions and Authorization Reversals.

In the US Region, a Visa Prepaid Card Issuer and its VisaNet Processor must support Partial Authorization Transactions.

ID# 151014-080514-0002494

##### 4.11.5.3 Visa Prepaid Card Authorization Holds

A Visa Prepaid Card Issuer must release any hold on available funds in its Cardholder's account as a result of an approved Authorization Request when a matching Clearing Record is received.

This requirement does not apply if the Issuer determines that the Transaction or account involves suspicious or unusual activity.

ID# 151014-080514-0025539

### 4.11.5.5 Visa Prepaid Card Credit Transaction Funds Access – US Region

A Visa Prepaid Card Issuer in the US Region must post a Credit Transaction Receipt to a Cardholder's account and provide access to the funds within one business day of Settlement unless circumstances or account history warrant a delay.

ID# 151014-080514-0027312

### 4.11.6 Prepaid – Partners

#### 4.11.6.2 Prepaid Partner – Load Partner Requirements

In addition to the requirements specified in Section 4.11.6.1, "Visa Prepaid Partner Agreement Requirements – General," a Prepaid Partner that provides Load Transaction services must do all of the following:

A Prepaid Partner that participates in Load and Activation services must obtain Issuer approval of an activation and load Authorization Request for Card activation for both Reloadable Cards and Non-Reloadable Cards.

ID# 151014-151014-0028182

### 4.11.9 Prepaid – Visa TravelMoney

#### 4.11.9.1 Visa TravelMoney Participation

A Prepaid Card Issuer that participates in the Visa TravelMoney program must comply with all of the following:

- Participate in the Card Verification Service
- Issue pre-assigned or customer-selected PINs to all Visa TravelMoney Cards
- Accept PIN for Cardholder verification at an ATM
- Support ATM Cash Disbursements at both Visa/Plus ATM and Manual Cash Disbursements at Visa Member offices
- Not position Visa TravelMoney Cards as equivalent to Traveler's Cheques

ID# 151014-010410-0002503

##### 4.11.9.3 Visa TravelMoney – Access to Funds – US Region

In the US Region, if an Issuer offers multiple Visa TravelMoney Cards to a Cardholder, the Issuer must both:

- Ensure full access to Visa TravelMoney funds for each Visa TravelMoney Card held by the Cardholder. If one or more Visa TravelMoney Cards are lost, the remaining Cards must still have access to funds.
- Replace one or more Cards up to the total number of Visa Travel Money Cards originally purchased if one or more are lost, stolen, or damaged.

ID# 151014-150210-0008403

##### 4.11.9.4 Visa TravelMoney – ATM and POS Functionality

An Issuer that is licensed only for the issuance of Visa TravelMoney Cards must restrict the functionality on the Card to ATM use only.

ID# 151014-080514-0025548

##### 4.11.9.6 Visa TravelMoney Cardholder Notification

An Issuer of Visa TravelMoney Cards must inform its Cardholders that a Visa TravelMoney Card may be used at a Visa/Plus ATM location.

ID# 151014-010410-0002511

##### 4.11.10 Prepaid – Visa Buxx

###### 4.11.10.1 Visa Buxx Card Issuer Implementation Requirements – US Region

In the US Region, at least 30 days before issuing Cards, a Visa Buxx Issuer must submit to Visa written certification that its programs, systems, procedures, and services can support Visa Buxx Card requirements.

ID# 151014-010410-0004361

### 4.11.10.2 Visa Buxx Card Issuer Requirements – US Region

In the US Region, a Visa Buxx Issuer must designate a parent or an adult sponsor as the account owner of the Card with the option for the minor/underage person to be an authorized user:

A Visa Buxx Issuer must comply with all of the following:

- Not market a Visa Buxx Card to an underage person and decline the application if the intended authorized user is under the age of 13
- Offer the account owner the option to:
  - Establish defined spending and cash access limits by Transaction amount, type, and/or frequency
  - Receive text message, email or mobile application notifications when the limits are exceeded
  - Support on-demand, scheduled, or recurring minimum balance reloads in at least 3 ways, one of which must make funds available to the Cardholder within one hour of initiating the load
- Either itself, through Visa, or a third-party provider, offer:
  - Parental notification of payment activity and current balance information
  - The option to receive paper and/or electronic delivery of periodic Card statements
  - The ability to manage the account online
  - The ability to check available balance via internet, interactive voice response (IVR), or ATM

ID# 151014-010410-0008378

### 4.11.12 Prepaid – Employee Benefits/Healthcare

#### 4.11.12.1 Visa Employee Benefit Card Issuer Requirements – US Region

In the US Region, a Visa Prepaid Card Issuer must comply with both of the following:

- Not permit cash access for its Employee Benefits Cards
- Support Retrieval Request reason code 27 (Healthcare Auto-Sub Data Retrieval Request), for the purpose of obtaining detailed Transaction Receipt data from Acquirers, via fax, for Visa Flexible Spending Accounts (FSA) or Visa Health Reimbursement Arrangement (HRA)

ID# 151014-010410-0008386



#### 4.11.13 Prepaid – Visa Mobile

##### 4.11.13.1 Visa Mobile Prepaid General Requirements – AP Region, CEMEA Region, and LAC Region

A Member participating in Visa Mobile Prepaid must do all of the following:

- Participate in the Visa Money Transfer Original Credit Program, where available and required by the Visa Rules
- Ensure that all Visa Mobile Prepaid accounts are linked to a valid mobile telephone number
- Provide Visa with mobile phone number (Mobile Subscriber Integrated Services Digital Network-Number – MSISDN) to primary Account Number (PAN) mapping data for each active Visa Mobile Prepaid account

ID# 151014-151112-0027159

##### 4.11.13.2 Visa Mobile Prepaid Issuer Requirements – AP Region, CEMEA Region, and LAC Region

In the AP Region, CEMEA Region, and LAC Region, a Visa Mobile Prepaid Issuer must do all of the following:

- Use a unique Visa Mobile Prepaid product sub-type and a prepaid BIN assigned to a Visa consumer, business, or commercial product
- Ensure that a physical companion Card issued for a virtual Visa Mobile Prepaid account complies with the same branding requirements as any other Visa Card
- Inform the Visa Mobile Prepaid user of any fees that may be charged
- Comply with the routing directory requirements
- Issue commercial Visa Mobile Prepaid Accounts to its Mobile Money Agents if participating in interoperable Mobile Money Agent services
- Support authentication for all Visa Mobile Prepaid Transactions

ID# 151014-151112-0027160

### 4.11.13.3 Visa Mobile Prepaid Quarterly Reporting – AP Region, CEMEA Region, and LAC Region

In the AP Region, CEMEA Region, and LAC Region, a Member participating in the Visa Mobile Prepaid Program must report its Visa Transactions in its Operating Certificate.

ID# 151014-151112-0027161

### 4.11.13.4 Visa Mobile Prepaid Companion Card Requirements – AP Region, CEMEA Region, and LAC Region

In the AP Region, CEMEA Region, and LAC Region, a Visa Mobile Prepaid Issuer that makes a companion Card available to a Visa Mobile Prepaid account holder must both:

- Ensure that the Card does not have an expiration date of more than 5 years from the date of issuance
- Encode the Magnetic Stripe with an "X2X" Service Code

ID# 151014-151112-0027162

### 4.11.13.5 Visa Mobile Money Operator Requirements – AP Region, CEMEA Region, and LAC Region

In the AP Region, CEMEA Region, and LAC Region, a Mobile Money Operator must do all of the following:

- Register as a Third Party Agent if it is not the licensed Issuer of Visa Mobile Prepaid
- Monitor its Mobile Money Agents for signs of fraud or other illegal activity
- Maintain an accurate list of its Mobile Money Agents, which must be provided to Visa upon request
- Ensure that its Mobile Money Agents do not add fees to what is already charged by the Mobile Money Operator for services provided to Visa Mobile Prepaid account holders at the Mobile Money Agent location

ID# 151014-151112-0027163

#### 4.11.13.6 Visa Mobile Prepaid Processing Requirements – AP Region, CEMEA Region, and LAC Region

In the AP Region, CEMEA Region, and LAC Region, all Visa Mobile Prepaid Transactions completed on a Visa BIN must be processed through VisaNet.

ID# 151014-151112-0027684

#### 4.11.13.7 Visa Mobile Money Operator Authentication Requirements – AP Region, CEMEA Region, and LAC Region

In the AP Region, CEMEA Region, and LAC Region, a Mobile Money Operator must do all of the following:

- Complete a Mobile Money Consumer Authentication, before sending an Authorization Request
- Complete a Mobile Money Agent Authentication, before completing a Transaction or sending an Authorization Request. Only a Mobile Money Operator may complete the Mobile Money Agent Authentication.
- Require the Visa Mobile Prepaid account holder to complete Mobile Money Consumer Authentication for a Transaction only from the mobile telephone registered to the account holder
- Protect the Visa Mobile Prepaid account holder's account passcode in the same way that a PIN is protected during a Transaction

ID# 151014-151112-0027680

#### 4.11.13.8 Mobile Money Agent Authentication – AP Region, CEMEA Region, and LAC Region

In the AP Region, CEMEA Region, and LAC Region, a Mobile Money Operator must both:

- Ensure that a Mobile Money Agent completes a Mobile Money Consumer Authentication for a Transaction only from the mobile telephone registered to the account holder's Visa Mobile Prepaid account
- Protect the Mobile Money Agent's account passcode in the same way a PIN is protected during a Transaction

ID# 151014-151112-0027681

### 4.11.14 Prepaid – Payroll/Salary

#### 4.11.14.1 Visa Payroll Card – Cardholder Identification

A Visa Payroll Card Issuer must implement Card activation procedures that require Cardholders to validate their identity by some reasonable means before being able to use the Card.

ID# 151014-010410-0025571

#### 4.11.14.2 Visa Payroll Card – Access to Wages – US Region (Updated)

In the US Region, a Visa Payroll Card Issuer must both:

- Support Cardholder access to funds through both:
  - Visa ATM Network with a PIN
  - Manual Cash Disbursements at a Visa Member branch
- Enable Visa Payroll Cardholders to withdraw the full balance in the Account, without cost, as follows:
  - At least once per month
  - If wages are paid more frequently than weekly, at least once per week

ID# 150415-150914-0027972

#### 4.11.14.3 Visa Payroll Card – Federally Insured Cardholder Funds – US Region (Updated)

In the US Region, Visa Payroll Card funds must be federally insured for the benefit of Visa Payroll Cardholders.

ID# 150415-150914-0027973

#### 4.11.15 Prepaid – Visa Vale

##### 4.11.15.1 Visa Vale Issuer Participation – LAC Region

In the LAC Region, an Issuer in Argentina and Brazil that participates in the Visa Vale program must authorize and settle Visa Vale Transactions.

ID# 151014-151012-0027355

#### 4.12 Visa Commercial Products

##### 4.12.1 Commercial Card Issuance Requirements

###### 4.12.1.1 Commercial Card Issuance

An Issuer may only issue Visa Commercial Cards to provide a means of payment for business-related goods and services<sup>1</sup> and must not issue a Visa Commercial Card to an individual, except as follows:

- Employees of public- or private-sector organizations, including sole proprietors and self-employed individuals
- Employees or contractors of an organization as part of an employer-sponsored program
- At the discretion of Visa, members of an affinity group or association that requires a means to pay for business-related goods and services and is represented by a public- or private-sector company

<sup>1</sup> This requirement does not apply in the US Region to Visa Business Check Cards used to pay debt.

ID# 151014-010410-0003173

###### 4.12.1.2 Commercial Products Core Feature Requirements (Updated)

A Visa Commercial Card Issuer must provide the core features specified as follows. A description of each core feature is provided below the table.

## Visa Product and Service Rules

Issuance

### Visa Commercial Products

Table 4-51: Visa Commercial Card Core Feature Requirements

Core Feature	Visa Business Card and Visa Business Electron Card <sup>1</sup>	Visa Corporate Card <sup>1</sup>	Visa Purchasing Card <sup>1</sup>	Effective 30 November 2014 Visa Platinum Business Card and Visa Signature Business Card <sup>8</sup>
ATM Access	X	X <sup>2</sup>	X	X
Central or Individual Billing		X	X <sup>3</sup>	
Centralized Billing <sup>4</sup>		X	X	
Local Currency Billing <sup>4,5</sup>	X	X	X	X
Service Level Standards <sup>4,5</sup>	X	X <sup>2</sup>	X	X
Charge Card <sup>6</sup>		X <sup>3</sup>	X <sup>3</sup>	
Limited Corporate Liability <sup>6</sup>		X	X	
Management Information Reporting <sup>4</sup>		X <sup>2</sup>	X	
Flexible Transaction Authorization <sup>4,5,6</sup>			X	
Individual Memo Statements <sup>7</sup>		X	X <sup>3</sup>	

1 Does not apply to Visa Business Electron Cards, Visa Corporate Electron Cards, and Visa Purchasing Electron Cards issued in the LAC Region.

2 Applies to Visa Corporate Debit Cards in the LAC Region.

3 Core features required for Visa Purchasing Cards in the US Region.

4 Also applies to Visa Agro Cards issued in the LAC Region.

5 Does not apply to Commercial Cards issued in the US Region.

6 Does not apply to Visa Corporate Prepaid Cards.

7 Applies to Visa Corporate Prepaid Cards.

8 **Effective 30 November 2014**

Applies to Visa Platinum Business Cards and Visa Signature Business Cards issued in the CEMEA Region.

#### Visa Core Rules and Visa Product and Service Rules

- ATM access: An Issuer must have the ability to offer a PIN to allow ATM Cash Disbursements, if requested. This ability is not required for Visa Purchasing Cards, unless requested by the customer. ATM access is not permitted for Vehicle-Specific Fleet Cards.
- Central or individual billing: An Issuer must offer the following billing options:
  - Individual Cardholder billing with individual payment
  - Individual Cardholder billing with centralized company payment
  - Centralized company billing and payment
- Local currency billing: An Issuer must have the ability to bill the subscribing company's Cardholders in the local currency of the country where the company and Cardholder physically reside
- Service level standards: An Issuer must comply with the mandated referral and approval rates specified in Section 7.3.13, "Authorization Response Standards"
- Charge Card: An Issuer must have the ability to offer a non-revolving, pay-in-full option
- Limited corporate liability: An Issuer must be capable of providing insurance coverage to the subscribing company (where available) in the event of Visa Corporate or Visa Purchasing Card misuse by employees. Additional detailed information regarding insurance availability, options, and features is available from Visa upon request.
- Management information reporting: An Issuer must provide management information reports on Card usage to the subscribing company including:
  - Detailed Visa Corporate Card spending by vendor, employee, and company organization units
  - Detailed Visa Purchasing Card spending activity necessary to administer a Visa Purchasing Card program. Spending activity processing requirements may be defined by Visa
  - **Effective 30 November 2014**  
In the CEMEA Region, a detailed Visa Platinum Business Debit Card and Visa Signature Business Debit Card spending by employee
- Flexible Transaction Authorization: An Issuer must have the ability to restrict a purchase based upon a Transaction amount or Merchant Category Code specified by a client.
- Individual memo statements: An Issuer must have the ability to send a Transaction verification statement to each Cardholder.

ID# 150415-010410-0009018

#### 4.12.1.3 Commercial Products Mandatory Core Services

A Visa Commercial Card Issuer must provide to its Cardholders all of the core services specified as follows.

## Visa Product and Service Rules

Issuance

### Visa Commercial Products

Table 4-52: Visa Commercial Card Mandatory Core Services

Mandatory Core Services	Visa Business Card <sup>1</sup>	Visa Corporate Card	Visa Purchasing Card
Customer support services, as specified in Section 4.1.14.12, "Visa Global Customer Assistance Services Program Requirements"	X	X <sup>4</sup>	X
Medical referral, medical assistance, and emergency services <sup>2,3</sup>	X	X	Not applicable
Legal referral, legal assistance, and cash advance services <sup>2,3</sup>	X	X	Not applicable
Free 24-hour telephone number to obtain emergency services (Issuer must communicate the telephone number to the Cardholder at least once each year)	X	X <sup>4</sup>	X
<sup>1</sup> Visa Business Electron Cards must comply with the Visa Global Customer Assistance Services Program requirements for Visa Electron Cards specified in Section 4.1.14.12, "Visa Global Customer Assistance Services Program Requirements." <sup>2</sup> An exception to this requirement applies in the jurisdiction of Visa Europe. <sup>3</sup> This is an optional service for Visa Corporate Prepaid Cards. <sup>4</sup> Also applies to Visa Corporate Prepaid Cards			

ID# 150415-141111-0003185

#### 4.12.1.4 Visa Commercial Card Transaction Data Requirements – LAC Region

In the LAC Region, an Issuer of Visa Commercial Cards in Brazil must be able to receive the Merchant legal name and Merchant tax identification number in the Clearing Record for Transactions completed with Visa Commercial Cards of government programs.

ID# 151014-010410-0027383

#### 4.12.1.5 Visa Commercial Customer Service Telephone Number – US Region

In the US Region, an Issuer must provide customer assistance 24 hours a day, 7 days a week via a toll-free telephone number where its Visa Commercial Product Cardholders may obtain assistance while traveling.

ID# 151014-010410-0000417



##### 4.12.1.8 Visa Central Travel Account – Core Feature Requirements

All Visa Central Travel Account Issuers must do all of the following:

- Comply with the core feature requirements for the applicable product
- Provide travel accident insurance coverage when travel-related tickets are purchased using the Visa Central Travel Account. If standard policies do not include Visa Central Travel Accounts, Members must purchase coverage through Visa or another provider.
- Offer electronic management information reports at a company level detailing all spend relating to the company account on at least a monthly basis. The management information reports must include at a minimum all of the following:
  - Ticket number
  - Passenger name
  - Date of travel

ID# 151014-140711-0026398

##### 4.12.1.9 Visa Central Travel Account – Issuance Requirements

All Visa Central Travel Accounts must comply with all of the following:

- Issued using a Visa Corporate Card BIN or a Visa Purchasing Card BIN
- Linked to Virtual Account when available or to a physical Visa Card Number
- Issued to a Client Organization or a designated unit of the entity

ID# 151014-140711-0026396

##### 4.12.1.10 Visa Central Travel Account – Issuer Liability

An Issuer assumes full liability for any misuse on physical Cards issued on a Visa Central Travel Account.

ID# 151014-140711-0026397

##### 4.12.1.13 Centralized Card Issuance – Dual-Issuer Branded Visa Commercial Card Requirements

Only an Issuer that is a registered Visa Multinational Program participant may issue Dual-Issuer Branded Visa Commercial Cards.

#### Visa Commercial Products

The Lead Bank and the Partner Bank must be registered Visa Multinational Program participants and have contractual agreements with each other that clearly define the Dual-Issuer Branded Visa Commercial Card program.

The Issuer of a Dual-Issuer Branded Visa Commercial Card must be clearly identified on the back of the Card and in all Cardholder agreements.

A Dual-Issuer Branded Visa Commercial Card must be issued using a BIN that is licensed to the Partner Bank.

Before issuing Dual-Issuer Branded Visa Commercial Cards, the Lead Bank and the Partner Bank must provide contractual evidence of the partnership agreement to Visa for review and approval.

The Lead Bank must ensure that the Dual-Issuer Branded Visa Commercial Card program complies with all applicable laws or regulations in the country in which the Cards are issued and the country in which the Lead Bank is domiciled.

ID# 151014-141010-0026023

#### 4.12.1.15 Commercial Visa Product Types – US Region

In the US Region, a Commercial Visa Product Issuer must refer to the Commercial Visa Product as one of the following types of Cards for business expense use:

- Visa Business Card
- Visa Corporate Card or Visa Travel Card<sup>1</sup>
- GSA Visa Corporate Card
- Visa Purchasing Card

<sup>1</sup> Visa Travel Card is for use by public sector or non-profit entities that are not corporations.

ID# 151014-010410-0004214

#### 4.12.2 Commercial Data Management and Reporting

##### 4.12.2.1 Visa Commercial Solutions Data and Reporting Tools Participation and Indemnification

Where available, an Issuer is authorized to grant Visa Commercial Solutions Data and Reporting Tools access and use to a Client Organization.

### Visa Core Rules and Visa Product and Service Rules

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An Issuer participating in any Visa Commercial Solutions Data and Reporting Tools must do all of the following:

- Sign a participation agreement, where applicable, and comply with and ensure that their Client Organizations comply with applicable terms and documentation
- Ensure an agreement is in place with the Client Organization governing that entity's use of such Visa Commercial Solutions Data and Reporting Tools prior to granting a Client Organization access to and use of any tools
- Notify, or ensure that the Issuer's Client Organization notifies, individual Commercial Cardholders and obtain any required consents, in accordance with applicable laws or regulations, that certain data concerning those Cardholders, including Enhanced Data, will be provided to the Issuer and the Issuer's Client Organization
- Comply, and ensure that its Client Organization complies, with any other applicable legal requirements that must be met to allow the provision of the Enhanced Data to the Issuer and the Issuer's Client Organization

The participating Issuer may not use any Enhanced Data for any marketing purposes.

An Issuer that is authorized to participate in Visa Commercial Solutions Data and Reporting Tools, and grants access and use to a Client Organization, indemnifies and holds harmless Visa from and against all Claims and Liabilities arising out of a Client Organization's use of such tools and services.

ID# 151014-010410-0004236

#### 4.12.2.2 Visa Commercial Reporting and Data Services Limitations – US Region

In the US Region, all of the Commercial reporting and data services provided by Visa are the property of Visa and are for the use of the Issuer and its Client Organization solely in support of its Commercial Visa Products.

ID# 151014-010410-0001397

#### 4.12.2.3 Disclosure of Enhanced Data to Third Parties – US Region

In the US Region, Enhanced Transaction-Level Data and Confidential Enhanced Merchant-Level Data may be disclosed to third parties only either:

- In connection with the management and administration of Commercial Visa Product programs for the Client Organization, and necessary supporting functions, which may include, but are not limited to, accounting, tax management, policy compliance, and other business management functions, such as account setup and management reporting

- In aggregate, in such a way that Card-specific Enhanced Data cannot be related to a specific Merchant or Cardholder

Third party means only persons, real or corporate, other than the Issuer, Client Organization, or Cardholder, providing services that directly support an Issuer's Commercial Visa Product Program.

These restrictions do not apply to Non-Confidential Enhanced Merchant-Level Data.

ID# 151014-010410-0004243

#### 4.12.2.4 Use and Disclosure of Card-Specific Enhanced Data – US Region

A US Commercial Visa Product Issuer may use or disclose Card-specific Enhanced Data only in connection with the management and administration of a Commercial Visa Product program for the Client Organization, and necessary supporting functions.

ID# 151014-010410-0004242

#### 4.12.2.5 Third Party Agreement for Enhanced Data Usage – US Region

In the US Region, if an Issuer discloses Card-specific Enhanced Transaction-Level Data or Confidential Enhanced Merchant-Level Data to a third party, it must have a written agreement with the third party that requires the third party to do all of the following:

- Treat the information as confidential
- Make no further disclosure of the information without permission
- Limit the third party's use of the data to uses permitted by the Issuer

Permission granted for further disclosure by a third party must impose the same restrictions on use and disclosure that apply to the Issuer's disclosure.

Each Issuer bears the sole responsibility for compliance with all applicable laws and regulations.

ID# 151014-010410-0004244

#### 4.12.2.6 Visa Payables Automation

An Issuer participating in the Visa Payables Automation service must ensure that it, and its participating clients or Client Organizations, comply with all of the following:

- Implement appropriate security and anti-fraud measures to ensure that all of the following:

### Visa Core Rules and Visa Product and Service Rules

- The account numbers are protected from misuse.
- The payment instructions submitted to Visa are accurate.
- Employees with administrative and user access rights adhere to security policies.
- Maintain administrative and user accounts and remove access rights for terminated employees immediately.
- Provide payables instructions to Visa that do not violate any existing supplier agreements.

ID# 151014-080514-0026534

#### 4.12.3 V Distribution Program

##### 4.12.3.1 V Distribution Requirements

An Issuer participating in the V Distribution Program must comply with all of the following:

- Provide payment services to a V Distribution Program Cardholder purchasing goods and services from a V Distribution Program Distributor.
- Be certified to issue either:
  - Visa Purchasing Cards
  - Visa Business Cards
- Be registered with Visa
- Be capable of processing Authorization Requests, billing, and reporting

ID# 151014-010410-0003163

##### 4.12.3.2 V Distribution Program BIN

An Issuer participating in the V Distribution Program must do one of the following:

- Designate a separate BIN
- Use an existing BIN within a Visa Business Card or Visa Purchasing Card BIN range
- Use an account range within an existing Visa Business Card or Visa Purchasing Card BIN
- For Visa Agro Cards, use a designated Visa Purchasing Card BIN or account range

ID# 151014-010410-0003165

## 4.13 Visa Small Business Product-Specific Issuance

### 4.13.1 Visa Business – Card Requirements

#### 4.13.1.1 Visa Business Card ATM Access Requirements – US Region

In the US Region, a Visa Business Card Issuer must provide ATM access.

ID# 151014-010410-0004247

#### 4.13.1.2 Visa Business Card Account Billing Options – US Region

In the US Region, an Issuer may offer its Visa Business Card Cardholders any of the following account billing options:

- Line of credit
- Depository account
- Other company assets available through the Issuer
- Charge Card (non-revolving, pay-in-full)

ID# 151014-010410-0004293

#### 4.13.1.3 Visa Business Check Card Account Limitations – US Region

In the US Region, an Issuer must not use a Visa Business Check Card to obtain credit, as defined in *12 CFR Part 226 (Regulation Z)*, unless it involves only an incidental extension of credit under an agreement between the Cardholder and the Issuer either:

- When the Cardholder's account is overdrawn
- To maintain a specified minimum balance in the Cardholder's account

For Interchange category purposes, a Visa Business Check Card used to obtain credit is not considered a Visa Business Check Card if both:

- Actual debiting of funds from the business asset account occurs periodically rather than daily
- These periods are at least X days apart

ID# 151014-010410-0008304

### 4.13.1.4 Visa Business Check Card Account Access – US Region

In the US Region, a Visa Business Check Card may be used to access a deposit, investment, or other business asset account, including a fiduciary account.

ID# 151014-010410-0004252

### 4.13.1.6 Unauthorized Visa Business Card Transaction Exclusions – US Region

In the US Region, an Issuer of Visa Business Cards may define an unauthorized Visa Transaction to exclude any Transaction allegedly conducted by:

- A business co-owner
- The Cardholder or person authorized by the Cardholder
- Any other person with an interest in or authority to transact business on the account

ID# 151014-010410-0000406

## 4.15 Visa Platinum Business

### 4.15.1 Visa Platinum Business – Card Requirements

#### 4.15.1.3 Visa Platinum Business Card Issuance – CEMEA Region (New)

**Effective 30 November 2014**

In the CEMEA Region, with prior approval from Visa, and subject to trademark availability, a Visa Platinum Business Card Issuer must offer a Visa Platinum Business Card with credit, debit, or charge functionality.

ID# 150415-301114-0029160

#### 4.15.1.4 Visa Platinum Business Card BIN Requirements – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Platinum Business Card Issuer must designate either:

- A unique BIN for each of its Visa Platinum Business Card programs

- A unique account range within a single BIN. If a unique account range is used for Visa Platinum Business Card, other account ranges designated within the same BIN must be limited to the Visa Signature Business product

The Issuer must not reclassify a BIN account range without prior approval from Visa that is either:

- Designated for another Card product to a Visa Platinum Business Card program
- Designated for a Visa Platinum Business Card program to another Visa Card product

Before requesting approval to reclassify a BIN or account range of an existing Card program to a Visa Platinum Business or a Visa Signature Business Card program, the Issuer must confirm that all existing Cardholders meet the qualification criteria for the applicable product.

ID# 150415-301114-0029161

#### 4.15.1.5 Visa Platinum Business Cardholder Spending Limit – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Issuer that participates in Visa Platinum Business Card issuance must offer one of the following spending limit options to its Visa Platinum Business Cardholders:

- No pre-set spending limit except as permitted for:
  - Cash Disbursement Transaction
  - Transactions resulting from an Emergency Card Replacement
- A minimum spending limit of USD 5,000 (or local currency equivalent), for Transactions during each statement cycle

The Issuer must allow a Visa Platinum Business Cardholder the option to either:

- Pay in full each statement cycle
- Revolve

ID# 150415-301114-0029162

#### 4.15.1.6 Visa Platinum Business Card – Card Design Requirements – CEMEA Region (New)

**Effective 30 November 2014**

The product name "Visa Platinum Business" must appear on the front of the Card.



## Visa Product and Service Rules

Issuance

### Visa Core Rules and Visa Product and Service Rules

A CEMEA Visa Platinum Business Card Issuer must use the product name “Visa Platinum Business” in all solicitations, advertising, and promotions, Card account statements and other communications regarding Visa Platinum Business Cards.

ID# 150415-301114-0029163

#### 4.15.1.7 Visa Platinum Business Card Rewards Program – LAC Region

In the LAC Region, an Issuer must provide a rewards program that offers Cardholders the ability to accumulate points for purchases made with a Visa Platinum Business Card.

Any travel rewards program offered to the Cardholder must be sponsored by Visa (Visa rewards), the Issuer, or an Airline Affinity/Co-Branded Program. The Issuer must not assess any additional fees to the Cardholder for membership in the travel rewards program.

A Visa Platinum Business debit Card Issuer is not required to offer any travel rewards programs.

ID# 151014-150413-0027672

#### 4.15.2 Visa Platinum Business – Customer Service Requirements

##### 4.15.2.2 Visa Platinum Business Card – Customer Service Requirements – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Platinum Business Card Issuer must:

- Provide access to a customer service agent 24 hours a day, 7 days a week
- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Authorizations
- Identify action plans to improve customer service
- Make customer complaint information available to Visa

ID# 150415-301114-0029164

### 4.15.2.3 Visa Platinum Business Card Global Customer Assistance Services – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Platinum Business Card Issuer must participate in all of the following Visa Global Customer Assistance Services:

- Lost/Stolen Card Reporting Service
- Cardholder Inquiry Service
- Emergency Cash Service
- Emergency Card Replacement Service
- Emergency Payment Authorization Service

ID# 150415-301114-0029165

### 4.15.2.4 Visa Platinum Business Card Emergency Assistance Provision – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Platinum Business Card Issuer must both:

- Provide a free 24-hour telephone number where emergency service can be accessed
- Communicate the telephone number to the Cardholder annually

ID# 150415-301114-0029166

### 4.15.2.5 Visa Platinum Business Card Customer Service Requirements – LAC Region

In the LAC Region, a Visa Platinum Business Issuer must provide both:

- Dedicated customer service 24 hours a day, 7 days a week through Visa Global Customer Care Services
- Cardholder emergency services for Visa Platinum

ID# 151014-150413-0027666

### 4.15.3 Visa Platinum Business – Issuer Requirements

#### 4.15.3.1 Visa Platinum Business Certification – LAC Region

In the LAC Region, prior to issuing Visa Platinum Business Cards, an Issuer must receive written certification from Visa that it complies with all product requirements and standards.

ID# 151014-150413-0027663

#### 4.15.3.2 Visa Platinum Business Card Provisional Credit for Disputed Transactions – LAC Region

In the LAC Region, a Visa Platinum Business Issuer must provide provisional credit to the Cardholder Account Number for the amount of a disputed Transaction within 24 hours of notification of a Cardholder dispute. The disputed Transaction amount must be placed in a suspense account until the dispute is resolved. The original dispute notification may be either verbal or written.

ID# 151014-150413-0027669

#### 4.15.3.3 Visa Platinum Business Card BIN Requirements – LAC Region

In the LAC Region, a Visa Platinum Business Issuer must both:

- Use a unique BIN for its Cards
- Report its Visa Platinum Business activity separately through the Operating Certificate

ID# 151014-150413-0027662

#### 4.15.3.4 Visa Platinum Business Card Credit Limit – LAC Region

In the LAC Region, a Visa Platinum Business Credit Card Issuer must both:

- Preserve the premium status of the Visa Platinum Business Card by providing a higher credit limit for its Visa Platinum Business program than the average credit limit for its Visa Platinum and Visa Business programs
- Allow each Visa Platinum Business Card account to accumulate charges of at least 10% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

ID# 151014-150413-0027671

##### 4.15.3.6 Visa Platinum Business Card Payment Options – LAC Region

In the LAC Region, an Issuer must position its Visa Platinum Business Card only as a payment device that can access one of the following funding sources:

- A line of credit
- A depository account
- Other Cardholder assets available through the Issuer

ID# 151014-150413-0027664

##### 4.15.3.7 Visa Platinum Business Card Fraud Management – LAC Region

In the LAC Region, a Visa Platinum Business Issuer must install and use the Issuer Fraud Detection system or equivalent Visa-approved system for fraud detection.

ID# 151014-150413-0027670

##### 4.15.3.9 Visa Platinum Business Card Delinquent Account Notification – CEMEA Region (New)

**Effective 30 November 2014**

For Cards with no pre-set spending limit, a CEMEA Visa Platinum Business Card Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

ID# 150415-301114-0029167

##### 4.15.3.10 Visa Platinum Business Card Marketing Support – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Platinum Business Card Issuer must obtain written approval from Visa prior to distribution of any materials to its Cardholders.

ID# 150415-301114-0029168

#### 4.15.3.11 Conversion of Referral Response to Decline Response in Stand-in Processing for Visa Platinum Business – CEMEA Region (New)

**Effective 30 November 2014**

In the CEMEA Region, a Referral Response generated on a Transaction due to Issuer Stand-in Processing parameters will be converted to a Decline Response if the Transaction amount is less than USD 150 and the Issuer is unavailable.

ID# 150415-301114-0029169

#### 4.15.4 Visa Platinum Business – Features and Benefits

##### 4.15.4.2 Visa Platinum Business Card Core Product Enhancements – LAC Region (Updated)

In the LAC Region, a Visa Platinum Business Issuer must, at a minimum, provide its Visa Platinum Business Cardholders all of the following core product benefits:

- Travel accident insurance with an accidental death benefit amount of USD 500,000 (or local currency equivalent)
- Compensation for medical emergencies (through emergency medical insurance (Plan F) with a medical expense benefit amount of up to USD 25,000 (or local currency equivalent)
- Worldwide Auto Rental Collision Damage Waiver
- Travel assistance services
- Purchase protection of up to USD 25,000 per year

ID# 150415-150413-0027668

##### 4.15.4.3 Visa Platinum Business Card Concierge Service – LAC Region

In the LAC Region, a Visa Platinum Business Issuer must participate in the concierge service provided through Visa.

ID# 151014-150413-0027673

##### 4.15.4.4 Visa Platinum Business Cardholder Spend Reporting – CEMEA Region (New)

**Effective 30 November 2014**

## Visa Product and Service Rules

Issuance

### Visa Signature Business

A CEMEA Visa Platinum Business Card Issuer must, either itself or through Visa IntelliLink for Small Business, provide its Visa Platinum Business Cardholders a report, at least annually, that includes both:

- Total annual amount spent by Cardholder or company
- Summary of spending by Merchant category

ID# 150415-301114-0029171

#### 4.15.4.5 Visa Platinum Business Card Additional Core Services – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Platinum Business Card Issuer must provide:

- One or more travel accident insurance coverage options with a unit cost per premium that matches or exceeds the current unit cost of providing up to USD 500,000, (or local currency equivalent) of travel accident insurance. The Issuer must submit to Visa in writing, an official quote from an insurance company, for both the travel accident insurance and the proposed new features, at least 30 calendar days prior to its implementation.
- Emergency medical evacuation and repatriation services
- Emergency medical insurance when traveling, with medical expense benefit up to USD 50,000, or local currency equivalent

The Issuer must communicate all of the following Visa Platinum Business Card Privileges Program information to Cardholders:

- Visa Platinum Business Card Privileges Program benefits at least once a year
- New benefits or changes to existing benefits, or exclusive quarterly Merchant offers at least 2 months prior to the effective date of Visa Platinum Business Card Merchant Privileges

ID# 150415-301114-0029172

## 4.16 Visa Signature Business

### 4.16.1 Visa Signature Business – Card Requirements

#### 4.16.1.3 Visa Signature Business Card Issuance – CEMEA Region (New)

**Effective 30 November 2014**

#### Visa Core Rules and Visa Product and Service Rules

In the CEMEA Region, with prior approval from Visa, and subject to trademark availability, a Visa Signature Business Card Issuer must offer a Visa Signature Business Card with credit, debit, or charge functionality.

ID# 150415-301114-0029173

#### 4.16.1.4 Visa Signature Business Card BIN Requirements – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Signature Business Card Issuer must designate either:

- A unique BIN for each of its Visa Signature Business Card programs
- A unique account range within a single BIN. If a unique account range is used for Visa Signature Business Card, other account ranges designated within the same BIN must be limited only to the Visa Platinum Business product.

The Issuer must not reclassify a BIN account range without prior approval from Visa that is either:

- Designated for another Card product to a Visa Signature Business Card program
- Designated for a Visa Signature Business Card program to another Visa Card product

Before requesting approval to reclassify a BIN or account range of an existing Card program to a Visa Platinum Business or a Visa Signature Business Card program, the Issuer must confirm that all existing Cardholders meet the qualification criteria for the applicable product.

ID# 150415-301114-0029174

#### 4.16.1.5 Visa Signature Business Cardholder Spending Limit – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Issuer that participates in Visa Signature Business Card issuance must offer one of the following spending limit options to its Visa Signature Business Cardholders:

- No pre-set spending limit except as permitted for:
  - Cash Disbursement Transaction
  - Transactions resulting from Emergency Card Replacement
- A minimum spending limit of USD 10,000 (or local currency equivalent), for Transactions during each statement cycle

The Issuer must allow a Visa Signature Business Cardholder the option to either:

## Visa Product and Service Rules

Issuance

### Visa Signature Business

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- Pay in full each statement cycle
- Revolve

ID# 150415-301114-0029175

#### 4.16.1.6 Visa Signature Business Card – Card Design Requirements – CEMEA Region (New)

**Effective 30 November 2014**

The product name “Visa Signature Business” must appear on the front of the Card.

A CEMEA Visa Signature Business Card Issuer must use the product name “Visa Signature Business” in all solicitations, advertising, and promotions, Card account statements and other communications regarding Visa Signature Business Cards.

ID# 150415-301114-0029176

#### 4.16.2 Visa Signature Business – Customer Service Requirements

##### 4.16.2.3 Visa Signature Business Card – Customer Service Requirements – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Signature Business Card Issuer must:

- Provide access to a customer service agent 24 hours a day, 7 days a week
- Provide advance notification to the Cardholder when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Authorizations
- Identify action plans to improve customer service
- Make customer complaint information available to Visa

ID# 150415-301114-0029177



##### 4.16.2.4 Visa Signature Business Card Global Customer Assistance Services – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Signature Business Card Issuer must participate in all of the following Visa Global Customer Assistance Services:

- Lost/Stolen Card Reporting Service
- Cardholder Inquiry Service
- Emergency Cash Service
- Emergency Card Replacement Service
- Emergency Payment Authorization Service

ID# 150415-301114-0029178

##### 4.16.2.5 Visa Signature Business Card Emergency Assistance Provision – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Signature Business Card Issuer must both:

- Provide a free 24-hour telephone number where emergency service can be accessed
- Communicate the telephone number to the Cardholder annually

ID# 150415-301114-0029179

##### 4.16.2.6 Visa Signature Business Card Customer Service Telephone Number – US Region

In the US Region, a Visa Signature Business Card Issuer must provide a toll-free telephone number of its own customer service center where the Cardholder may obtain customer service through a live agent 24 hours a day, 7 days a week.

ID# 151014-010410-0004279

### 4.16.3 Visa Signature Business – Issuer Requirements

#### 4.16.3.2 Visa Signature Business Card Delinquent Account Notification – CEMEA Region (New)

**Effective 30 November 2014**

For Cards with no pre-set spending limit, a CEMEA Visa Signature Business Card Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

ID# 150415-301114-0029180

#### 4.16.3.3 Visa Signature Business Card Marketing Support – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Signature Business Card Issuer must obtain written approval from Visa prior to distribution of any materials to its Cardholders.

ID# 150415-301114-0029181

#### 4.16.3.4 Conversion of Referral Response to Decline Response in Stand-in Processing for Visa Signature Business – CEMEA Region (New)

**Effective 30 November 2014**

In the CEMEA Region, a Referral Response generated on a Transaction due to Issuer Stand-in Processing parameters will be converted to a Decline Response if the Transaction amount is less than USD 150 and the Issuer is unavailable.

ID# 150415-301114-0029182

#### 4.16.3.12 Visa Signature Business Card Issuer Requirements – US Region

In the US Region, a Visa Signature Business Card Issuer must comply with all of the following:

- Complete the certification form
- Support account-level processing
- Participate in Visa SavingsEdge

ID# 151014-151011-0026352

### 4.16.3.13 Visa Signature Business Card Payment Options – US Region

In the US Region, a Visa Signature Business Issuer must allow a Visa Signature Business Cardholder the option to either:

- Pay in full each statement cycle
- Revolve

ID# 151014-010410-0008276

### 4.16.3.14 Visa Signature Business Cardholder Notification – US Region

In the US Region, a Visa Signature Business Issuer must provide notification to the Cardholder either:

- Before ongoing Transactions may be declined
- When an account needs to be suspended or closed for any reason

ID# 151014-010410-0004278

### 4.16.3.15 Visa Signature Business Cardholder Information – US Region

In the US Region, a Visa Signature Business Card Issuer, during the application process for a Visa Signature Business Card, must offer its applicants the option to have their personal information kept confidential from external organizations for the purpose of marketing mailing lists, products, or services, except to provide Visa Signature Business Card services.

ID# 151014-010410-0004281

## 4.16.4 Visa Signature Business – Features and Benefits

### 4.16.4.4 Visa Signature Business Card Rewards Program Requirements – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Signature Business Card Issuer must offer a rewards program to its Visa Signature Business Cardholders. The Visa Signature Business Card rewards program must offer a minimum rewards earn rate, which is the higher of either the:

- Rate offered by the same Issuer for a consumer Visa Signature Card in the same country or region
- The minimum Visa Signature Card rewards earn rate for a consumer Visa Signature Card in the applicable country

The Issuer must, at a minimum, notify Cardholders about reward points earned quarterly, via a regular billing statement or a stand-alone statement.

ID# 150415-301114-0029184

#### 4.16.4.5 Visa Signature Business Cardholder Spend Reporting – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Signature Business Card Issuer must either itself or through Visa IntelliLink for Small Business, provide its Visa Signature Business Cardholders a report, at least annually, that includes both:

- Total annual amount spent by Cardholder or company
- Summary of spending by Merchant category

ID# 150415-301114-0029185

#### 4.16.4.6 Visa Signature Business Card Additional Core Services – CEMEA Region (New)

**Effective 30 November 2014**

A CEMEA Visa Signature Business Card Issuer must provide:

- One or more travel accident insurance coverage options with a unit cost per premium that matches or exceeds the current unit cost of providing up to USD 500,000, (or local currency equivalent) of travel accident insurance. The Issuer must submit to Visa in writing, an official quote from an insurance company, for both the travel accident insurance and the proposed new features, at least 30 calendar days prior to its implementation.
- Emergency medical evacuation and repatriation services
- Emergency medical insurance when traveling, with medical expense benefit up to USD 50,000, or local currency equivalent

The Issuer must communicate all of the following Visa Signature Business Card Privileges Program information to Cardholders:

- Visa Signature Business Card Privileges Program benefits at least once a year

## Visa Product and Service Rules

### Issuance

#### Visa Core Rules and Visa Product and Service Rules

- New benefits or changes to existing benefits, or exclusive quarterly Merchant offers at least 2 months prior to the effective date of Visa Signature Business Card Merchant Privileges

ID# 150415-301114-0029186

## 4.17 Visa Infinite Business, Visa Infinite Preferred, Visa Infinite Privilege Business

### 4.17.1 Visa Infinite Business, Visa Infinite Preferred, Visa Infinite Privilege Business – Card Requirements

#### 4.17.1.1 Visa Infinite Business BIN Requirements – Canada Region

In the Canada Region, an Issuer must use a unique BIN for its Visa Infinite Business Card Account Numbers. The Issuer must not:

- Share a BIN range
- Reclassify a BIN to represent a product other than the Visa Infinite Business Card

ID# 151014-010410-0025616

#### 4.17.1.2 Visa Infinite Business Spending Limits – Canada Region (Updated)

In Canada Region, an Issuer must ensure that its Visa Infinite Business Card offers one of the following spending limit options:

- No pre-set spending limit with a minimum revolve limit of X
- A minimum credit limit of X

The no pre-set spending limit requirement does not apply to:

- Cash Disbursement Transactions
- Transactions resulting from an Emergency Card Replacement

ID# 150415-011109-0025617

#### Visa Infinite Business, Visa Infinite Preferred, Visa Infinite Privilege Business

##### 4.17.1.3 Visa Infinite Business Cardholder Qualifications – Canada Region

In the Canada Region, a Visa Infinite Business Issuer must ensure that its Visa Infinite Business Cardholders qualify for the product based on one of the following criteria:

- Demonstrated minimum annual spend on their current Visa product of CAD 30,000 per year
- Declared minimum household income of CAD 100,000
- Declared minimum personal income of CAD 60,000 per year

ID# 151014-011109-0025620

##### 4.17.1.4 Visa Infinite Business Stand-In Processing Limits – Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must enforce a spending limit of CAD 10,000 on Stand-In Processing Accounts for Visa Infinite Business.

ID# 151014-011109-0025629

##### 4.17.1.7 Visa Infinite Privilege Business Card Account Number and BIN Requirements – Canada Region

In the Canada Region, for its Visa Infinite Privilege Business Cards, an Issuer must designate one of the following:

- BIN level processing – A unique BIN assigned by Visa
- Account range processing – A new Account Number range within a designated Visa Infinite BIN
- Account level processing – individual Account Numbers

The Issuer must not reclassify a BIN to represent a product other than the Visa Infinite Privilege Business Card without prior permission from Visa.

ID# 151014-240513-0027709

##### 4.17.1.9 Visa Infinite Privilege Business Card Product Name – Canada Region

A Canada Visa Infinite Privilege Business Issuer must use the product name "Visa Infinite Privilege" in all solicitations, advertising, and promotions, and other communications regarding Visa Infinite Privilege.

ID# 151014-150514-0029135

#### **4.17.2 Visa Infinite Business, Visa Infinite Preferred, Visa Infinite Privilege Business – Customer Service Requirements**

##### **4.17.2.1 Visa Infinite Business Emergency Payment Authorization Service – Canada Region**

In the Canada Region, a Visa Infinite Business Card Issuer must be available to respond to a request from the Emergency Payment Authorizing Service 24 hours a day, 7 days a week, and do all of the following:

- Provide all needed information, and a decision to approve or deny the request during the initial telephone or fax contact with the Visa Global Customer Care Services (GCCS)
- If providing the service directly to the Cardholder, contact the Merchant to verify the circumstances, explain the service, and complete the Transaction
- Send a fax or e-mail to the Merchant that includes the Cardholder name, Account Number, expiration date, Authorization Code, and Transaction amount

ID# 151014-011109-0025625

##### **4.17.2.2 Visa Infinite Business Core Services – Canada Region**

In the Canada Region, a Visa Infinite Business Card Issuer must offer its Cardholders all of the core services specified in Section 4.12.1.3, "Commercial Products Mandatory Core Services."

ID# 151014-011109-0025624

##### **4.17.2.5 Visa Infinite Privilege Business Card Marketing, Advertising and Promotions – Canada Region**

A Canada Visa Infinite Privilege Business Card Issuer must communicate to Visa and third-party service providers its marketing communication, advertising, and/or promotional plans pertaining to the Visa Infinite Privilege no less than 6 weeks prior to launch.

ID# 151014-150514-0029134

#### **4.17.3 Visa Infinite Business, Visa Infinite Preferred, Visa Infinite Privilege Business – Issuer Requirements**

##### **4.17.3.1 Visa Infinite Privilege Business Card Payment Options – Canada Region**

In the Canada Region, at the option of Visa, an Issuer may provide a Visa Infinite Privilege Business Card with charge and/or credit capability.

ID# 151014-240513-0027710

##### **4.17.3.3 Visa Infinite Business Decline Reason and Referral Criteria – Canada Region**

In the Canada Region, a Visa Infinite Business Card Issuer must decline or refer Visa Infinite Business Transactions only as specified in Section 4.8.3.3, "Visa Infinite Card Allowable Decline and Referral Reasons."

In the Canada Region, an Issuer must not decline a Visa Infinite Business Transaction for exceeding a pre-set limit of any kind. Transactions must be approved or declined based on one or more of the following criteria:

- The absence of suspected fraud
- The Cardholder's spending pattern
- Issuer determination of the likelihood of default
- Issuer safety and soundness considerations
- Request from a Cardholder participating in Visa Payment Controls

ID# 150415-011109-0025618

##### **4.17.3.4 Visa Infinite Business Delinquent Account – Canada Region**

In the Canada Region, a Visa Infinite Business Issuer must provide notification to a Visa Infinite Business Cardholders with no pre-set spending limit before ongoing Transactions can be declined for a delinquent Account.

ID# 151014-011109-0025619



#### **4.17.3.7 Visa Infinite Privilege Business Program Compliance Requirements – Canada Region**

In the Canada Region, a Visa Infinite Privilege Business Card Issuer must comply with all the requirements related to Visa Infinite Cards, Visa Infinite Business Cards and Visa Infinite Privilege Cards.

ID# 151014-240513-0027704

#### **4.17.4 Visa Infinite Business, Visa Infinite Preferred, Visa Infinite Privilege Business – Features and Benefits**

##### **4.17.4.1 Visa Infinite Business Cards Issuer Requirements – Canada Region**

In the Canada Region, a Visa Infinite Business Issuer must position the Card as a charge or credit Card and offer its Visa Infinite Business Cardholders all of the following:

- A rewards program with a minimum earn rate equal to the rate offered by the same Issuer for a consumer Visa Infinite Card Program
- At minimum, access to a customer service agent 24 hours a day, 7 days a week
- Advance notification when an account needs to be suspended or closed for any reason
- Monitor customer complaints related to Transaction Authorizations
- Identify action plans to improve customer service
- Make customer complaint information available to Visa

ID# 151014-011109-0025615

##### **4.17.4.2 Visa Infinite Privilege Business Card Marketing – Canada Region**

In the Canada Region, a Visa Infinite Privilege Business Card Issuer must both:

- Promote the Visa Infinite Privilege features, benefits, and services to the Cardholders
- Obtain written approval from Visa before distributing any marketing materials to its Cardholders

ID# 151014-240513-0027714

##### 4.17.4.3 Visa Infinite Privilege Business Card Website – Canada Region

In the Canada Region, a Visa Infinite Privilege Business Card Issuer must provide its Cardholders exclusive access to a website that both:

- Details information about Visa Infinite Privilege Business Card features, services, and benefits

ID# 151014-240513-0027715

##### 4.17.4.4 Visa Infinite Business Core Features – Canada Region

In the Canada Region, a Visa Infinite Business Card Issuer must offer all of the following core features:

- ATM access
- Local currency billing
- Service level standards
- Information reporting
- Flexible Transaction Authorization
- Individual statements
- A minimum of 2 offers from the categories below:
  - Office supplies
  - Office equipment
  - Office leasing/rentals
  - Computers/electronics
  - Telecommunications
  - Business services
  - Business education
- A minimum of 3 offers from the list below:
  - ID theft restoration
  - ID theft insurance
  - VIP hotel program
  - VIP dining program
  - VIP retail and entertainment
  - Companion Airline ticket

- Payment protection insurance
- Price protection insurance
- Preferred Rate on health/dental insurance
- Access to VIP airline lounges
- 15 Days Emergency Travel Medical Insurance
- X Travel Accident Insurance

ID# 151014-011109-0025623

#### 4.17.4.5 Visa Infinite Business Web Services – Canada Region

In the Canada Region, a Visa Infinite Issuer, either itself or through other agents, must provide its Visa Infinite Cardholders website access that offers special information and services.

The Visa Infinite website service must comply with all of the following:

- Limit access only to Visa Infinite Cardholders
- Provide a description of Visa Infinite Card services, benefits, and features
- Provide a detailed listing of the Visa Infinite Exclusive Privileges Merchant partner offers
- Include all of the following minimum value-added content and services for travel and entertainment:
  - Travel content that supports the Visa Infinite product positioning that is not readily available from other sources (for example, special travel articles, expert recommendations on shows in major cities)
  - Online concierge service, if concierge service is offered by the Visa Region or Member's Infinite product
  - Contact information for Cardholders to inquire about Visa Infinite services and to provide feedback on the product or website

ID# 151014-011109-0025622

### 4.18 Visa Business Enhanced

#### 4.18.2 Visa Business Enhanced – Issuer Requirements

##### 4.18.2.1 Visa Business Enhanced Card Issuer Requirements – US Region

In the US Region, a Visa Business Enhanced Card Issuer must comply with all of the following:

- Complete a Visa Business Card Program Issuer Certification Agreement
- Support account-level processing

ID# 151014-151011-0026349

#### 4.18.3 Visa Business Enhanced – Features and Benefits

##### 4.18.3.3 Visa Business Enhanced Card Rewards Offers – US Region

In the US Region, a Visa Business Enhanced Card Issuer must comply with all of the following:

- Either itself, through a third-party agent or Visa, offer one of the following types of rewards program:
- Notify Cardholders annually via billing statement or standalone statement, of rewards points earned during the relevant period

ID# 151014-151014-0028237

### 4.20 Visa SavingsEdge

#### 4.20.1 Visa SavingsEdge Requirements

##### 4.20.1.1 Visa SavingsEdge Participation Requirements – US Region

A US Issuer must offer Visa SavingsEdge to Cardholders of the following Visa products:

- Visa Business credit Card
- Visa Business Enhanced credit Card<sup>1</sup>

## Visa Product and Service Rules

### Issuance

#### Visa Core Rules and Visa Product and Service Rules

- Visa Business Check Card
- Visa Signature Business Credit<sup>1</sup>

Visa Business Cardholders of Issuers who do not opt out will be automatically eligible to enroll in Visa SavingsEdge in accordance with, and subject to, the program terms and conditions as revised by Visa from time to time and posted on the program Cardholder registration website.

:

<sup>1</sup> In the US Region, an Issuer of Visa Business Enhanced Cards or Visa Signature Business Credit Cards must not opt out of Visa SavingsEdge participation.

ID# 151014-150711-0026267

#### 4.20.1.2 Visa SavingsEdge Participating Issuer Obligations – US Region

In the US Region, an Issuer participating in the SavingsEdge program

- Use the program name only in connection with the SavingsEdge program

ID# 151014-151014-0028252

#### 4.20.1.3 Visa SavingsEdge Discount Posting Requirements – US Region

In the US Region, for qualifying purchases made with a Visa SavingsEdge-enrolled Visa Business Card, a US Issuer must both:

- Credit the participating Cardholder's account within 10 calendar days of receiving the Funds Disbursement from Visa
- Not alter the original Merchant name and city information posted to the Cardholder statement

ID# 151014-150711-0026269

### 4.21 Visa Purchasing

#### 4.21.1 Visa Purchasing – Issuer Requirements

##### 4.21.1.2 Visa Purchasing Card Transaction Data Reporting – US Region

In the US Region, a Visa Purchasing Card Issuer must accumulate and report Transaction data and at a minimum must both:

- Match Transaction data to Merchant profiles
- Report to the Client Organization all Transactions and all Merchant profile information, both matched and unmatched

ID# 151014-010410-0004309

##### 4.21.1.3 Authorization and Settlement Match Participation Requirements (Updated)

###### Effective through 14 October 2014

In the US Region, a Visa Purchasing Card Issuer choosing to participate in the Authorization and Settlement Match service must both:

- Obtain prior approval from Visa
- Enroll its Visa Purchasing Card BIN (including Visa Fleet Card BIN) or account range for the Authorization and Settlement Match service

###### Effective 15 October 2014

A Visa Purchasing Card Issuer choosing to participate in the Authorization and Settlement Match service must both:

- Obtain prior approval from Visa
- Enroll its Visa Purchasing Card BIN (including Visa Fleet Card BIN) or account range for the Authorization and Settlement Match service

ID# 150415-010410-0026826

##### 4.21.1.4 Visa Purchasing Card Selective Authorization – US Region

A US Visa Purchasing Card Issuer may decline an Authorization Request based on the following factors if the entity to which the Card has been issued has specified these or other factors:

## Visa Product and Service Rules

### Issuance

#### Visa Core Rules and Visa Product and Service Rules

- MCC
- Transaction size
- Location of Merchant Outlet

ID# 151014-010410-0004314

## 4.22 Visa Fleet

### 4.22.1 Visa Fleet Card – Issuer Requirements

#### 4.22.1.1 Visa Fleet Card Issuance and Usage (Updated)

A Vehicle-Specific Fleet Card must be both:

- Limited to purchases of fuel and vehicle maintenance
- Assigned to a vehicle rather than an individual

#### Effective through 16 April 2015

Issuers of Fleet Service-enhanced Visa Commercial Cards must use a unique BIN range assigned by Visa.

#### Effective 17 April 2015

A Visa Fleet Card Issuer must use a unique account range within a Commercial Card BIN<sup>1</sup>, for its Visa Fleet Card program.

<sup>1</sup> In the LAC Region, a Visa Purchasing Card Issuer may issue Visa Fleet Cards as either Visa or Visa Electron Cards

ID# 150415-010410-0004163

#### 4.22.1.2 Visa Fleet Card Requirements (Updated)

#### Effective through 16 April 2015

In the US Region, a Visa Fleet Card Issuer must ensure that both the:

- Magnetic Stripe contains appropriate instructions for customized prompts
- Visa Fleet Card is issued only as either:
  - An enhanced Visa Purchasing Card

- A Vehicle-Specific Fleet Card

### Effective 17 April 2015

A Visa Fleet Card Issuer must ensure that all of the following requirements are met:

- Visa Fleet Card is personalized with a Visa Fleet Card Application Identifier (AID) and a payment application that prompts for personalized data at the time of transaction<sup>1</sup>.
- Magnetic Stripe is encoded with Visa Fleet specific data that will cause a fleet enabled terminal to prompt for personalized data at the time of Transaction<sup>2</sup>
- Visa Fleet Card is issued only as either:
  - A driver-assigned Visa Fleet Card
  - A Vehicle-Specific Fleet Card

### Effective 17 April 2015

In the Canada Region and CEMEA Region, a Visa Fleet Card Issuer must require the capture and/or validation of Enhanced Data by the terminal.

### Effective 17 April 2015

A Canada Visa Fleet Card Issuer must ensure that the Chip on the Visa Fleet Card is encoded with Visa Fleet specific data that will cause a fleet enabled terminal to prompt for personalized data at time of Transaction.

### Effective 17 April 2015

A CEMEA Visa Fleet Card Issuer must ensure that the Visa Fleet Card Chip data elements at a minimum include all of the following:

- Details about permitted products
- Information about the vehicle and the driver

<sup>1</sup> This does not apply in the AP Region, LAC Region and US Region

<sup>2</sup> This does not apply in the AP Region, CEMEA Region and LAC Region

ID# 150415-010410-0004168

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#### 4.22.1.3 Visa Fleet Card Enhanced Data Requirements (Updated)

### Effective through 16 April 2015

An Issuer of Fleet Service-enhanced Visa Commercial Cards must be capable of generating reports containing enhanced data when provided by the Acquirer.



**Effective 17 April 2015**

A Visa Fleet Card Issuer must be capable of generating reports containing Enhanced Data when provided by the Acquirer.

ID# 150415-010410-0004164

## 4.23 Visa Large Purchase Advantage

### 4.23.1 Visa Large Purchase Advantage Requirements

#### 4.23.1.1 Visa Large Purchase Advantage Issuer Requirements – US Region

In the US Region, a Visa Large Purchase Advantage Card must comply with all of the following:

- Be issued as a Virtual Account product
- Be issued on a credit account
- Be limited to Transactions in the Commercial Payables environment that qualify as one of the following:
  - Electronic Commerce Transaction, including a Straight Through Processing Transaction
  - Mail/Phone Order Transaction
  - Recurring Transaction
  - Installment Billing Transaction
- Not offer Cash Disbursement
- Not provide ATM access
- Unless specified otherwise, comply with the requirements applicable to Visa Purchasing Cards.

ID# 151014-140412-0026968

#### 4.23.1.2 Visa Large Purchase Advantage Transaction Limitations – US Region

In the US Region, a Visa Large Purchase Advantage Transaction must comply with all of the following:

- Be processed in a Card-Absent Environment
- Not offer Cash Disbursement
- Not provide ATM access

In addition to the restrictions listed above, to qualify for the Visa Large Purchase Advantage Interchange Reimbursement Fee, the Transaction must comply with Section 9.10.1.1, "Visa Large Purchase Advantage Interchange Reimbursement Fee Qualification – US Region."

ID# 151014-140412-0026969

## 4.24 Visa Meetings Card

### 4.24.1 Visa Meetings Card – Issuer Requirements

#### 4.24.1.2 Visa Meetings Card Core Features – US Region

In the US Region, a Visa Meetings Card Issuer must provide all of the core features specified in Section 4.12.1.2, "Commercial Products Core Feature Requirements," except for billing, where centralized company billing and payment are required.

ID# 151014-010410-0004335

#### 4.24.1.3 Visa Meetings Card Authorization Processing – US Region

A US Visa Meetings Card Issuer must have the ability to decline an Authorization Request based on the following factors, if the Client Organization has specified these or other factors:

- MCC
- Transaction amount
- Location of Merchant Outlet

ID# 151014-151010-0029137

## 4.25 Visa Infinite Corporate

### 4.25.1 Visa Infinite Corporate – Card Requirements

#### 4.25.1.1 Visa Infinite Corporate Card Credit Limit – LAC Region (Updated)

In the LAC Region, for Visa Infinite Corporate Cards with a line of credit only, an Issuer must ensure that both:

## Visa Product and Service Rules

### Issuance

#### Visa Core Rules and Visa Product and Service Rules

- The minimum credit limit allowed is USD 20,000 (or local currency equivalent)
- Each Visa Infinite Corporate Card account may accumulate charges of at least 20% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

A Visa Infinite Corporate Card Issuer that fails to meet the credit limit criteria is subject to a non-compliance assessment of USD 5 per Visa Infinite Corporate Card in the Issuer's portfolio.

ID# 150415-150513-0027741

#### 4.25.1.2 Visa Infinite Corporate Card Spending Limits – LAC Region (Updated)

In the LAC Region, a Visa Infinite Corporate Card Issuer must offer either of the following spending limit options:

- No pre-set limit, excluding Emergency Card Replacements that have temporary pre-set limits
- Minimum limit allowing each Visa Infinite Corporate Card account to accumulate charges of at least USD 20,000 (or local currency equivalent) during each or any statement cycle in which a Cardholder has satisfied previous obligations to the Issuer

Visa may impose additional restrictions to these options.

ID# 150415-150513-0027742

#### 4.25.2 Visa Infinite Corporate – Customer Service Requirements

##### 4.25.2.1 Visa Infinite Corporate Card Emergency Payment Authorization – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Issuer must do all of the following:

- Be available to respond to a request from the Emergency Payment Authorization Service 24 hours a day, 7 days a week
- Provide all needed information and a decision to approve or deny the request during the initial telephone contact with Visa Global Customer Care Services
- Provide the Merchant, or Visa Global Customer Care Services, with a unique Authorization Code
- If providing the service directly to the Cardholder, contact the Merchant to verify the circumstances, explain the service, and complete the Transaction

## Visa Product and Service Rules

Issuance

### Visa Infinite Corporate

- Send a fax to the Merchant that includes the Cardholder name, Account Number, expiration date, Authorization Code, and Transaction amount

ID# 151014-150513-0027745

#### 4.25.3 Visa Infinite Corporate – Issuer Requirements

##### 4.25.3.1 Visa Infinite Corporate Card Authorization Referrals – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Authorization Request in the LAC Region exceeding the activity parameters must generate a referral and must not receive Response Code 05 (Authorization Declined) with the exception of ATM Cash Disbursements.

ID# 151014-150513-0027750

##### 4.25.3.2 Visa Infinite Corporate Card Benefit Notification – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Issuer in the LAC Region offering benefits in addition to those provided through Visa must provide Visa with all necessary information concerning those benefits and the benefit providers on a quarterly basis.

ID# 151014-150513-0027747

##### 4.25.3.3 Visa Infinite Corporate Card Declined Authorizations – LAC Region

In the LAC Region, an Authorization Response Code 05 (Authorization Declined) may be generated for a Visa Infinite Corporate Card Authorization Request only if both the:

- Account is delinquent, for at least a second time
- Transaction is an ATM Cash Disbursement that both:
  - Exceeds Issuer activity parameters
  - Received a response by Stand-In Processing through an Issuer's Positive Authorization Capacity Management Service

ID# 151014-150513-0027749

##### 4.25.3.4 Visa Infinite Corporate Card Declined Transactions – LAC Region

In the LAC Region, for Visa Infinite Corporate Cards issued with a no preset limit, the Issuer must provide notification to the Cardholder before ongoing Transactions can be declined.

Visa Infinite Corporate Card Authorization Requests must only be declined with Response Code 51 (Not Sufficient Funds) if either:

- The Transaction places the account balance more than 20% above the approved line of credit
- The Transaction is for an ATM Cash Disbursement that exceeds activity parameters and is responded to by the Issuer

ID# 151014-150513-0027743

##### 4.25.3.5 Visa Infinite Corporate Card Issuer Certification – LAC Region

In the LAC Region, before issuing a Visa Infinite Corporate Card an Issuer must receive written certification from Visa that the Issuer complies with all Visa Infinite Corporate product requirements and standards.

ID# 151014-150513-0027739

##### 4.25.3.6 Visa Infinite Corporate Card Issuer Processing System Requirement – LAC Region

An LAC Visa Infinite Corporate Card Issuer or its agent must demonstrate that its processing system has the minimum capacities to meet the standards for processing Authorizations and referrals regarding Visa Infinite and Visa Corporate Cards.

ID# 151014-150513-0027746

##### 4.25.3.7 Visa Infinite Corporate Card Marketing – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Issuer intending to distribute Merchant partnership or emergency services material to its Cardholders must receive written approval from Visa before distribution.

ID# 151014-150513-0027744

#### 4.25.3.8 Visa Infinite Corporate Card Transaction Settlement – LAC Region

In the LAC Region, approved Visa Infinite Corporate Card Transactions in the Authorization file that have not been settled within 5 calendar days from the Transaction Date must not affect the available line of credit.

ID# 151014-150513-0027748

#### 4.25.4 Visa Infinite Corporate – Features and Benefits

##### 4.25.4.1 Visa Infinite Corporate Card Features and Branding Requirements – LAC Region

In the LAC Region, a Visa Infinite Corporate Card Issuer must offer both:

- Unique features that differentiate the Visa Infinite Corporate Card from any other Visa Card product it issues
- The highest purchasing power available within the LAC Region and an Issuer's Visa Card portfolio, except when the Member-developed Card product:
  - Is not branded with a Visa Card product name
  - Does not use the Sample Card Design or reserved color of a Visa Card product

ID# 151014-150513-0027740

## 4.26 Visa Platinum Corporate

#### 4.26.1 Visa Platinum Corporate – Card Requirements

##### 4.26.1.1 Visa Platinum Corporate Card Credit Limit – LAC Region

In the LAC Region, for Visa Platinum Corporate Cards with a line of credit only, a Visa Platinum Corporate Issuer must both:

- Ensure that the average credit limit for its Visa Platinum Corporate program must be higher than the average credit limit for its Visa Platinum and Visa Corporate programs
- Allow each Visa Platinum Corporate Card account to accumulate charges of at least 10% above the approved credit limit during each billing statement cycle in which the Cardholder has satisfied previous obligations to the Issuer

## Visa Product and Service Rules

### Issuance

#### Visa Core Rules and Visa Product and Service Rules

A Visa Platinum Corporate Card Issuer that fails to meet the credit limit criteria is subject to a non-compliance assessment per Visa Platinum Corporate Card in the Issuer's portfolio.

ID# 151014-150513-0027738

#### 4.26.2 Visa Platinum Corporate – Issuer Requirements

##### 4.26.2.1 Visa Platinum Corporate Card Issuer Certification – LAC Region

In the LAC Region, before issuing a Visa Platinum Corporate Card an Issuer must receive written certification from Visa that the Issuer complies with all Visa Platinum Corporate product requirements and standards.

ID# 151014-150513-0027736

#### 4.26.3 Visa Platinum Corporate – Features and Benefits

##### 4.26.3.1 Visa Platinum Corporate Card Benefits – LAC Region

In the LAC Region, a Visa Platinum Corporate Issuer offering benefits in addition to those provided through Visa must provide Visa with all necessary information concerning those benefits and the benefit providers.

ID# 151014-150513-0027737

### 4.27 Visa Premium Corporate

#### 4.27.1 Visa Premium Corporate – Issuer Requirements

##### 4.27.1.1 Visa Premium Corporate Cards BIN Requirements – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must use either a new Account Number range or a unique BIN for the issuance of its Visa Premium Corporate Cards.

The Issuer must not reclassify a BIN to represent a product other than the Visa Premium Corporate Card without prior permission from Visa.

ID# 151014-150513-0027725

## Visa Product and Service Rules

Issuance

### Visa Premium Corporate

#### 4.27.1.2 Visa Premium Corporate Cards Core Product Benefits – LAC Region

In the LAC Region, a Visa Premium Corporate Issuer must provide its Visa Premium Corporate Cardholders with all of the following core product benefits, unless prohibited by applicable laws or regulations:

Table 4-62: Visa Premium Corporate Card Core Product Benefits – LAC Region

Core Product Enhancements	Visa Platinum Corporate	Visa Signature Corporate	Visa Infinite Corporate
Visa Global Customer Assistance Services	Global	Global	Global
Travel Accident Insurance	USD 500,000	USD 1,000,000	USD 1,500,000
Auto Rental Insurance	Global	Global	Global
Emergency Medical Compensation Assistance	USD 25,000	USD 30,000	USD 30,000
Insured Journey/24 Hour AD&D	USD 0	USD 0	USD 100,000
Visa Concierge	Global	Global	Global
Baggage Delay	USD 0	USD 500	USD 500
Baggage Loss	USD 0	USD 1,000	USD 1,500
Trip Delay	USD 0	USD 0	USD 200
Trip Cancellation	USD 0	USD 0	USD 2,500
Missed Connection	USD 0	USD 0	USD 2,000
Hotel Burglary \$1000	USD 0	USD 500	USD 1,000
Priority Pass	No	No	Yes
Corporate Liability Waiver Insurance (CLW)	USD 15,000	USD 15,000	USD 15,000
ATM Assault-Coverage in case of Death	USD 0	USD 0	USD 10,000
ATM Assault-Cash Stolen	USD 0	USD 0	USD 1,000 (up to USD 3,000 per year)
Program Membership Rewards	Optional	Optional	Optional

ID# 151014-150513-0027727



##### 4.27.1.3 Visa Premium Corporate Cards Customer Service Requirements – LAC Region

In the LAC Region, a Visa Premium Corporate Issuer must do all of the following:

- Provide Customer service 24 hours a day, 7 days a week
- Provide Cardholder emergency services for Visa Platinum, Visa Infinite, or Visa Signature
- Respond to a Visa Premium Corporate Cardholder with a live operator
- Provide an exclusive telephone line to its Visa Premium Corporate Cardholders

Assistance must be provided in English, Portuguese, and Spanish through Visa Global Customer Care Services.

ID# 151014-150513-0027726

##### 4.27.1.4 Visa Premium Corporate Cards Emergency Services – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must offer customer support services required for Visa Corporate Cards.

ID# 151014-150513-0027730

##### 4.27.1.5 Visa Premium Corporate Cards Fraud Management – LAC Region

In the LAC Region, a Visa Premium Corporate Issuer must install and use the Issuer Fraud Detection system or equivalent Visa-approved system for fraud detection.

ID# 151014-150513-0027733

##### 4.27.1.6 Visa Premium Corporate Cards Issuance Requirements – LAC Region

In the LAC Region, an Issuer of Visa Premium Corporate Cards must do all of the following:

- Comply with the requirements for Visa Corporate Cards and Section 4.27.1, "Visa Premium Corporate – Issuer Requirements"
- Issue Visa Premium Corporate Cards as any of the following:
  - Visa Platinum Corporate
  - Visa Infinite Corporate
  - Visa Signature Corporate

## Visa Product and Service Rules

### Issuance

#### Visa Premium Corporate

- Issue Visa Premium Corporate Cards with credit, debit, or charge capability

ID# 151014-150513-0027724

#### 4.27.1.7 Visa Premium Corporate Cards Mandatory Core Features – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must provide the core features required for Visa Corporate Cards.

ID# 151014-150513-0027729

#### 4.27.1.8 Visa Premium Corporate Cards Mandatory Core Services – LAC Region

In the LAC Region, a Visa Premium Corporate Card Issuer must offer customer support services required for Visa Corporate Cards.

ID# 151014-150513-0027728

#### 4.27.1.9 Visa Premium Corporate Cards Performance Standards – LAC Region

An LAC Visa Premium Corporate Card Issuer that exceeds the Negative Authorization Response standard of 2% as a percentage of its total Authorization Responses in a calendar month is subject to a non-compliance assessment for each Negative Authorization Response exceeding the standard. A Negative Authorization Response is any Authorization that is not an Approval Response.

An LAC Visa Premium Corporate Card Issuer that fails to meet the performance standard specified in this section is subject to corrective action. Fees double each calendar month of the de-certification period, as follows:

**Table 4-63: Corrective Actions for Issuer Failure to Meet Performance Standards for Visa Premium Corporate Cards – LAC Region**

Stage	Action/Response
<b>Grace Period</b> – One calendar month (begins the calendar month following the first violation for under-performance)	Written notification of under-performance and recommended corrective actions
<b>Observation Period</b> – Two calendar months (begins at completion of Grace Period)	<ul style="list-style-type: none"><li>• Fees imposed as specified above</li><li>• Member has 2 calendar months to apply corrective actions</li></ul>

## Visa Product and Service Rules

### Issuance

#### Visa Core Rules and Visa Product and Service Rules

Stage	Action/Response
<b>Probation Period</b> – Three calendar months (begins at completion of Observation Period)	<ul style="list-style-type: none"><li>• Fees imposed as specified above</li><li>• Visa may audit Member at Member's expense</li></ul>
<b>De-certification Period</b> - Begins at completion of Probation Period	<ul style="list-style-type: none"><li>• Member prohibited from issuing or reissuing Visa Premium Corporate Cards</li><li>• Fees imposed and doubled for each calendar month as specified above</li><li>• Visa reserves its right to resolve Authorization Requests via the PCAS-Full Service system</li></ul>

ID# 151014-150513-0027734

#### 4.27.1.10 Visa Premium Corporate Cards Reporting Requirements – LAC Region

In the LAC Region, a Visa Premium Corporate Issuer must report its Visa Premium Corporate Card activity separately through the Operating Certificate.

ID# 151014-150513-0027731

#### 4.27.1.11 Visa Premium Corporate Emergency Cash Disbursement and Emergency Card Replacement – LAC Region

In the LAC Region, an Emergency Cash Disbursement or an Emergency Replacement for Visa Premium Corporate Cards must be delivered to the Cardholder within 24 hours.

ID# 151014-150513-0027735

#### 4.27.1.12 Visa Premium Corporate Cards Provisional Credit for Disputed Transactions – LAC Region

In the LAC Region, a Visa Premium Corporate Issuer must provide a provisional credit to the Cardholder Account Number for the amount of a disputed Transaction within 24 hours of notification of a Cardholder dispute.

The disputed Transaction amount must be placed in a suspense account until the dispute is resolved.

The original dispute notification may be either verbal or written.

ID# 151014-150513-0027732

### 4.28 Visa Signature Corporate

#### 4.28.1 Visa Signature Corporate – Issuer Requirements

##### 4.28.1.1 Visa Signature Corporate Card Benefit Notification – LAC Region

In the LAC Region, a Visa Signature Corporate Card Issuer offering benefits in addition to those provided through Visa must provide Visa with all necessary information concerning those benefits and the benefit providers on a quarterly basis.

ID# 151014-150513-0027753

##### 4.28.1.2 Visa Signature Corporate Card Credit Limit and Spending Limits – LAC Region

In the LAC Region, an Issuer of Visa Signature Corporate Card must issue Visa Signature Corporate cards without a pre-set spending limit

The Visa Signature Corporate Card Issuer must ensure that the average credit limit for its Visa Signature Corporate Card program is higher than the average credit limit for its Visa Signature and Visa Corporate programs.

A Visa Signature Corporate Issuer that fails to meet the credit limit criteria is subject to a non-compliance assessment per Visa Signature Corporate Card in the Issuer's portfolio.

ID# 151014-150513-0027752

##### 4.28.1.3 Visa Signature Corporate Card Issuer Certification – LAC Region

In the LAC Region, before issuing a Visa Signature Corporate Card an Issuer must receive written certification from Visa that the Issuer complies with all Visa Signature Corporate product requirements and standards.

ID# 151014-150513-0027751

### 4.29 Prepaid Commercial Corporate

#### 4.29.1 Commercial Prepaid – Card Requirements

##### 4.29.1.1 Commercial Visa Prepaid Product Requirements

A Commercial Visa Prepaid Product Issuer must comply with the Visa Prepaid Card requirements and general Visa Commercial Card requirements.

ID# 151014-080514-0025575

#### 4.29.2 Corporate Prepaid – Features and Benefits

##### 4.29.2.1 Visa Corporate Prepaid Card – Commercial Products Core Feature Requirements

In addition to the Visa Commercial Card core features specified in Section 4.12.1.2, "Commercial Products Core Feature Requirements," for Visa Corporate Cards, a Visa Corporate Prepaid Card Issuer must support all of the following:

- Individual memo statements
- Personalized and non-personalized Cards
- Domestic use only Transaction Authorization
- Load and Transaction limits
- Instant Card issuance
- Multiple currencies
- Online Cardholder statements
- Program administration services

ID# 151014-141111-0026738

### 4.30 Visa Agro

#### 4.30.1 Visa Agro – Card Requirements

##### 4.30.1.1 Visa Agro Issuer Requirements – LAC Region

In the LAC Region, an Issuer of Visa Commercial Cards may issue a Visa Agro Card as any of the following:

- Credit
- Debit
- Prepaid commercial, excluding Cards issued in Brazil
- Visa Electron

The Issuer may combine Visa Agro Cards with the commercial applications or commercial products described above.

Visa Agro Card Issuers must comply with the regulations of each product and application associated with the Visa Agro Card.

ID# 151014-080514-0026520

#### 4.30.2 Visa Agro – Customer Service Requirements

##### 4.30.2.1 Visa Agro Card Core Services – LAC Region

In the LAC Region, a Visa Agro Card Issuer must offer all of the following core services:

- Cardholder Inquiry Service
- Emergency Card replacement
- Lost/Stolen Card reporting
- Exception File updates
- Free 24-hour telephone number to obtain emergency services

For Visa Agro Prepaid commercial Cards, Issuers must offer the customer support services for Visa Prepaid Cards, as specified in Section 4.1.14.12, "Visa Global Customer Assistance Services Program Requirements."

ID# 151014-080514-0026523

### 4.30.3 Visa Agro – Issuer Requirements

#### 4.30.3.1 Visa Agro Card Selective Authorization – LAC Region

In the LAC Region, a Visa Agro Card Issuer may decline an Authorization Request based on any of the following factors, if the Client Organization has specified these or other factors:

- Merchant Category Code
- Transaction amount
- Location of Merchant Outlet

ID# 151014-080514-0026524

## 4.31 Visa Cargo

### 4.31.1 Visa Cargo – Card Requirements

#### 4.31.1.1 Visa Cargo Issuer Requirements – LAC Region

An LAC Issuer may issue a Visa Cargo Card as either:

- Commercial Visa Prepaid Product
- Visa Business Electron Card

Visa Cargo Card Issuers must comply with the regulations of each product and application associated with the Visa Cargo Card.

ID# 151014-121109-0025631

Visa Product and Service Rules

Issuance

Visa Cargo





## 5 Acceptance

### 5.1 Responsibilities Related to Information and Notification

#### 5.1.1 Provision of Information, Registration, and Reporting

##### 5.1.1.1 Provision of Required Merchant Information (Updated)

In a Visa Region where the collection of Merchant data is required, an Acquirer or its Agent must provide to Visa the following information for each Merchant or Sponsored Merchant. The information must be accurate, updated whenever the information changes, and in the format specified by Visa.

- T/A (trading as) or DBA (doing business as) name
- Full legal name (if different from DBA name). For a sole proprietor, the information must include the sole proprietor's full first and last name, including the middle initial.
- Merchant Outlet address (including street address, city, state/province and postal code)<sup>1</sup>
- Telephone number (not required for Sponsored Merchants)
- Acquirer-assigned Merchant ID
- Card acceptor identification<sup>3</sup>
- Merchant business registration number or tax identification number<sup>2</sup>
- Payment Facilitator name (for Sponsored Merchants only)
- In addition, in the US Region:
  - Merchant's incorporation status (for example: corporation, partnership, sole proprietor, non-profit)
  - Merchant's primary and any secondary MCCs
  - If the Acquirer/Merchant relationship has been terminated, the termination date and reason for termination

<sup>1</sup> In the US Region, the 9-digit zip code

<sup>2</sup> In the US Region, the US Federal Taxpayer Identification Number, and identification of the number as either a US Federal Employer Identification Number (FEIN) or Social Security Number (SSN)

<sup>3</sup> For Sponsored Merchants, the Payment Facilitator's Card acceptor identification is acceptable.

ID# 150415-300611-0026460

## Visa Product and Service Rules

### Acceptance

#### Acquirer Responsibilities Related to Merchants

##### 5.1.1.2 Contactless Transaction Reporting – AP Region

An AP Member that processes Contactless Transactions must provide to Visa a quarterly summary of all Contactless Transactions.

ID# 151014-010510-0025706

##### 5.1.1.4 Acquirer Compliance with Privacy Legislation – Canada Region

A Canada Acquirer must meet all applicable requirements of privacy legislation for the collection, use, and disclosure of personal information among Visa and its employees and agents, for the purpose of a Merchant's participation in the Visa Program.

ID# 151014-010410-0005395

##### 5.1.1.5 Merchant Registration for Visa Contactless Payment Program – US Region

A US Acquirer must register its Merchant to participate in the Visa Contactless Payment Program.

ID# 151014-010410-0002043

## 5.2 Acquirer Responsibilities Related to Merchants

### 5.2.1 Merchant Agreements, Merchant Onboarding, and Merchant Relationships

#### 5.2.1.1 Requirements for Acquirers Soliciting Electronic Commerce Merchant Applications

An Acquirer soliciting Merchant applications must list Merchant domicile requirements on its website.

ID# 151014-010210-0004630

#### 5.2.1.2 Due Diligence Review of Prospective Merchant or Sponsored Merchant

##### Effective through 17 October 2014

Before contracting with a prospective Merchant, an Acquirer must do all of the following:

- Ensure that the merchant has not previously been terminated for cause

- Conduct a physical inspection of the merchant's business premises<sup>1</sup>
- For Mail/Phone Order and Electronic Commerce Merchants, obtain a detailed business description

#### Effective 18 October 2014

Before contracting with a prospective Merchant or Sponsored Merchant, an Acquirer or a Payment Facilitator must conduct an adequate due diligence review to ensure compliance with the Acquirer's obligation to submit only legal Transactions into VisaNet.

<sup>1</sup> In the US Region, whenever feasible

ID# 150415-010410-0005251

#### 5.2.1.3 Acquirer Monitoring of Merchant Bankruptcy or Regulatory Proceedings

A US Acquirer that becomes aware of the potential or actual bankruptcy of, or any regulatory proceedings involving, its Merchants must both:

- Notify Visa no later than close of business on the next business day following such discovery
- Oppose to the best of its ability any request for legal relief that would interfere with the Chargeback process

ID# 151014-151014-0029138

#### 5.2.1.5 Terminated Merchant File Query – US Region

A US Acquirer must query the Terminated Merchant File before entering into a Merchant Agreement with a prospective Merchant.

If the Acquirer receives a response indicating a possible match to a Merchant listed on the Terminated Merchant File, the Acquirer must both:

- Verify that the Merchant identified in the response is the same Merchant for which the inquiry was generated
- Contact the listing Member directly to determine why the Merchant was added to the file

The Acquirer must use Terminated Merchant File data only as an informational tool in the decision-making process.

ID# 151014-010410-0008577

##### 5.2.1.6 Additional Merchant Agreement Requirements

In addition to the requirements in Section 1.5.2.1, "Merchant Agreement Requirements," a Merchant Agreement must comply with all of the following:

- For International Airline Program participants, all of the following:
  - List the countries from which the Acquirer will accept Transactions and specify Authorization support procedures for each country
  - Specify the Acquirer's responsibilities to the Merchant for Chargeback resolution support, including both:
    - Written information on Chargeback rights and procedures
    - Chargeback processing, including a list of Chargeback reason codes, Merchant recourse options, and an Acquirer contact
  - Require that the Acquirer and Merchant notify Visa of Authorization issues in countries listed in the Merchant Agreement
- In the Canada Region, both:
  - Specify if the Merchant has elected to be a Visa Debit Acceptor and identify Card acceptance-related fees associated with Visa Debit Category Acceptance
  - For an existing Merchant Agreement that is renewed, or if the Merchant indicates to its Acquirer that it wants to accept Visa Debit Category Cards, be revised to include the Merchant's option to be a Visa Debit Acceptor and identify all Card acceptance-related fees
- In the US Region, all of the following:
  - Clearly distinguish fees associated with Transactions from fees associated with non-Visa transactions
  - Clearly and obviously specify all of the following:
    - The Acquirer's name and location
    - The terms of payment to the Merchant
    - The Acquirer's responsibilities, if an Agent is a party to the Merchant Agreement
  - Provide for the immediate termination of a Merchant for any significant circumstances that create harm or loss of goodwill to the Visa system
  - Include all of the following:
    - Prohibition against the Merchant depositing a Transaction that it knows or should have known to be either fraudulent or not authorized by the Cardholder
    - Statement that the Merchant is responsible for its employees' actions
    - Transaction Deposit restrictions
    - Transaction processing prohibitions

- Prohibition against a Merchant depositing a Transaction that does not result from an act between the Cardholder and the Merchant or the Cardholder and a Sponsored Merchant (laundering)
  - Disclosure of account or Visa Transaction Information prohibitions
  - A requirement that the Merchant and its Agents comply with the provisions of the Cardholder Information Security Program
  - Merchant responsibility for demonstrating compliance by its Agents with the requirements of the Cardholder Information Security Program
  - A requirement that the Merchant, if undergoing a forensic investigation at the time the Merchant Agreement is signed, fully cooperate with the investigation until completed
  - Requirements in Section 5.2.1.9, "Merchant Agreement Specification of Limited Acceptance Options – US Region"
- Remain on file at the Acquirer's place of business
  - Not be assigned or transferred to another Member without the agreement of the Acquirer
  - If used by an Agent, be reviewed by the Acquirer

ID# 151014-151014-0028044

#### 5.2.1.7 Merchant Agreement Disclosure Requirements and Cancellation Rights – Canada Region

In the Canada Region, where an Acquirer uses one or more Service Providers and where a Merchant is required to enter into more than one agreement with the Acquirer and such Service Provider(s) in connection with its payment acceptance services:

- The Acquirer must provide written disclosure of the following information in a consolidated fashion, before entering into a Merchant Agreement:
  - The name, coordinates, and contact information of each Service Provider and the nature of the services being provided by each
  - The effective date of each agreement
  - Information on the expiration and renewal for each agreement
  - Detailed information on any applicable fees and rates for each Service Provider
  - Information on how statements will be provided to Merchants
  - The cancellation terms of each Service Provider's agreement, including specific information on any cancellation fees that could apply
  - If point-of-sale services are offered to a Merchant, general information on buying, leasing, or renting options of point-of-sale hardware

#### Acquirer Responsibilities Related to Merchants

- The complaint-handling process for each Service Provider, including how a Merchant can contact the complaints department of each
- The Acquirer must ensure that the Merchant is provided with a copy of the agreed-upon terms for each agreement.
- Except where a Merchant, on its own initiative, enters into separate agreements with unrelated Service Providers or Service Providers which are unrelated to the Acquirer, a Merchant must be permitted to cancel all related agreements without penalty, following notification of any new or increased fees by the Acquirer and/or Service Provider, in accordance with the *Code of Conduct for the Credit and Debit Industry*.

ID# 151014-121113-0027722

#### 5.2.1.8 Merchant Use of a Third-Party Processor – US Region

In the US Region, a Merchant Agreement must permit a Merchant to designate a third-party processor that does not have a direct agreement with the Merchant's Acquirer as its agent for the direct delivery of Transactions to VisaNet for Clearing and Settlement. The Merchant must:

- Advise the Acquirer that it will use a third-party processor
- Agree that the Acquirer must reimburse the Merchant only for the Visa Transactions delivered by that third-party processor to VisaNet
- Assume responsibility for any failure by its third-party processor to comply with the Visa Rules

ID# 151014-010410-0003367

#### 5.2.1.9 Merchant Agreement Specification of Limited Acceptance Options – US Region

In the US Region, for each new Merchant, a Merchant Agreement must clearly both:

- Specify the Limited Acceptance options and the Merchant's election, if any, of one of those options
- Distinguish all Card acceptance-related fees, such as discount rates or other pricing methodology, associated with each Limited Acceptance category

An existing Merchant Agreement must be revised to include the Limited Acceptance options and distinguish all Card acceptance-related fees when either:

- The existing Merchant Agreement is renewed.
- The Merchant indicates to its Acquirer that it wants Limited Acceptance.

ID# 151014-150210-0008510

### 5.2.1.10 Merchant Category Code Assignment

**Effective 11 April 2014 for new Merchant Outlets**

**Effective 17 April 2015 for Merchant Outlets in existence as of 18 October 2013**

An Acquirer must assign to a Merchant Outlet the MCC that most accurately describes its business.

An Acquirer must assign 2 or more MCCs to a Merchant Outlet if either:

- The Merchant Outlet has deployed an Automated Fuel Dispenser and sells fuel or other goods or services in a Face-to-Face Environment.
- Separate lines of business are located at the same Merchant Outlet and one or more of the following applies:
  - A separate Merchant Agreement exists for each line of business.
  - Multiple Merchant Outlets on the same premises display different Merchant names.
  - One of the lines of business is designated by Visa to be a High-Brand Risk Merchant.
  - An Electronic Commerce Merchant Outlet contains a link to a separate electronic commerce website, and each website qualifies for a different MCC.

ID# 151014-010410-0003133

### 5.2.1.11 Merchant Name Assignment

**Effective 11 April 2014 for new Merchants**

**Effective 17 April 2015 for Merchants in existence as of 18 October 2013**

The name used to identify a Merchant must be all of the following:

- The name it primarily uses to identify itself to its customers
- Displayed at each Merchant Outlet or on an Electronic Commerce Merchant's website<sup>1</sup>
- Used consistently, including spelling, in every place that it is used, including, but not limited to, the:
  - Transaction Receipt provided to the Cardholder
  - Authorization Request
  - Clearing Record<sup>2</sup>
  - Chargeback and Representment records

The Acquirer must correct non-compliant Merchant names or those causing Cardholder confusion.

<sup>1</sup> For Electronic Commerce Transactions, the website address may be used, unless the website address is not directly related to the Merchant name.

<sup>2</sup> The Merchant name in the Clearing Record may differ from the Merchant name on the Transaction Receipt if abbreviations are required or supplementary data is used.

ID# 151014-260813-0027816

### 5.2.1.12 Acquirer Processing of Visa Debit Category Transactions – Canada Region

A Canada Acquirer must be able to process Visa Debit Category Transactions from any Merchant with which the Acquirer has a Merchant Agreement.

ID# 151014-140612-0008078

### 5.2.1.13 Acquirer Allowance of Terminal Processing by Competitors – US Region

A US Acquirer must not prohibit a Merchant from using terminal processing services offered by competitors for the direct delivery of Visa Transactions captured at the Point-of-Transaction to VisaNet for Clearing and Settlement.

ID# 151014-010410-0003362

## 5.3 Payment Facilitators

### 5.3.1 Acquirer Responsibilities and Liabilities in Payment Facilitator Agreements

#### 5.3.1.1 Required Content of Payment Facilitator Agreement

The Acquirer must include all of the following in a Payment Facilitator Agreement:

- A requirement that the Payment Facilitator and its Sponsored Merchants comply with the Visa Rules
- **Effective through 17 October 2014**  
A requirement that the contract between a Payment Facilitator and a Sponsored Merchant contains the Merchant Agreement, Card and payment acceptance, and all applicable website requirements specified in the Visa Rules



- **Effective 18 October 2014**

A requirement that the Payment Facilitator enter into a contract with each Sponsored Merchant

- The Acquirer's right to immediately terminate a Sponsored Merchant or the Payment Facilitator for good cause or fraudulent or other activity or upon Visa request
- Statements specifying that the Payment Facilitator:
  - Is liable for all acts, omissions, Cardholder disputes, and other Cardholder customer service-related issues caused by the Payment Facilitator's Sponsored Merchants
  - Is responsible and financially liable for each Transaction processed on behalf of the Sponsored Merchant, or for any disputed Transaction or credit
  - Must not transfer or attempt to transfer its financial liability by asking or requiring Cardholders to waive their dispute rights
  - Must not permit a Sponsored Merchant to transfer or attempt to transfer its financial liability by asking or requiring Cardholders to waive their dispute rights
  - Must not deposit Transactions on behalf of another Payment Facilitator
  - Must not contract with a Sponsored Merchant whose contract was terminated at the direction of Visa or a government agency
  - Must not deposit Transactions from Sponsored Merchants outside the Acquirer's jurisdiction
  - Must provide the names of principals and their country of domicile for each of its Sponsored Merchants and Transaction reports to its Acquirer and to Visa upon request
  - Must ensure that its Sponsored Merchants comply with the Payment Card Industry Data Security Standard (PCI DSS) and the Payment Application Data Security Standard (PA-DSS)

ID# 151014-010711-0026431

#### 5.3.1.2 Acquirer Responsibility for Payment Facilitators and Sponsored Merchants

##### **Effective through 17 October 2014**

A Payment Facilitator that contracts with an Acquirer to provide payment-related services to a Sponsored Merchant will be considered a Merchant.

##### **Effective 18 October 2014**

A Sponsored Merchant will be treated as a Merchant of its Payment Facilitator's Acquirer.

An Acquirer that contracts with a Payment Facilitator is liable for all acts, omissions, and other adverse conditions caused by the Payment Facilitator and its Sponsored Merchants, including, but not limited to:

- Related legal costs
- Settlement to the Payment Facilitator or Sponsored Merchant

The acts and omissions caused by a Sponsored Merchant will be treated as those of the Payment Facilitator and those caused by a Payment Facilitator or a Sponsored Merchant as those of the Acquirer.

### Effective 18 October 2014

An entity that deposits a Transaction, receives settlement from, or contracts with an Acquirer on behalf of a Merchant is classified as a Merchant if all of the following apply:

- The entity represents itself as selling the goods or services to the Cardholder.
- The entity uses its name primarily to identify its Merchant Outlet to the Cardholder.
- The entity provides recourse to the Cardholder in the event of a dispute.

Otherwise, the entity is classified as a Payment Facilitator.

Visa reserves the right to determine whether an entity is a Payment Facilitator or a Merchant and may use additional criteria including, but not limited to, the entity's name that appears on the Transaction Receipt and the entity that:

- Owns or takes possession of the goods or services
- Books the sale as revenue
- Provides customer service and handles returns

An entity that acts as both a Payment Facilitator and a Merchant must comply with Payment Facilitator rules when acting as a Payment Facilitator and with Merchant rules when acting as a Merchant.

ID# 151014-010410-0006574

### 5.3.1.3 Acquirer Responsibilities Regarding Payment Facilitators (Updated)

If an Acquirer contracts with a Payment Facilitator, it must comply with all of the following:

- Be in good standing in all Visa risk management programs
- Be financially sound (as determined by Visa)
- Meet a minimum equity requirement

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- Ensure that its registration of its Payment Facilitator, including the name the Payment Facilitator uses to identify itself in the Merchant name field and the attestation of due diligence review, is confirmed by Visa before submitting Transactions on behalf of the Payment Facilitator or its Sponsored Merchant. If the Payment Facilitator is considered to be high-brand risk, it must be registered as a High-Risk Internet Payment Facilitator even if that Payment Facilitator has previously been registered with Visa.
- If the Payment Facilitator's annual Transaction volume in the Acquirer's jurisdiction exceeds USD 50 million, either:
  - Meet a minimum equity requirement
  - Enter into a direct Merchant Agreement with, and fund, each of the Payment Facilitator's Sponsored Merchants<sup>1</sup>
- Enter into a direct Merchant Agreement with a Sponsored Merchant that exceeds USD 100,000 in annual Transaction volume. The Payment Facilitator may continue to provide payment services (including settlement) to the Merchant.<sup>1</sup>
- Not allow its Payment Facilitator to provide payment services to the following merchant types:<sup>1</sup>
  - Internet pharmacies
  - Internet pharmacy referral sites
  - Outbound telemarketers
- Upon Visa request, submit to Visa activity reporting on its Payment Facilitator's Sponsored Merchants that includes all of the following for each Sponsored Merchant:
  - Sponsored Merchant name as it appears in the Merchant name field
  - Sponsored Merchant DBA name
  - Payment Facilitator name
  - Monthly Transaction count and amount
  - Monthly Chargeback count and amount
- Ensure that its Sponsored Merchants and the Sponsored Merchants of its Payment Facilitators follow all Merchant-related rules
- Ensure that its Payment Facilitators provide customer service directly or through its Sponsored Merchants

<sup>1</sup> This does not apply to Acquirers in Brazil.

ID# 150415-010711-0026435

### 5.3.1.4 Acquirer Liability for Merchant Deposits – Canada Region

A Canada Acquirer that accepts a Deposit from a Merchant with which it does not have a signed Merchant Agreement is liable for the Deposit as if it had a valid Merchant Agreement with the Merchant.

ID# 151014-010410-0005349

### 5.3.2 Payment Facilitator Responsibilities and Requirements

#### 5.3.2.1 Merchant or Payment Facilitator Transaction Deposit Conditions

A Merchant or Payment Facilitator must not deposit a Transaction until one of the following occurs:

- The Transaction is completed.
- The goods or services are shipped or provided, except:
  - If the Cardholder has agreed to a Delayed Delivery Transaction or an Advance Deposit Transaction
  - In the US Region, for a prepayment of services or custom merchandise, if the Merchant advises the Cardholder of the immediate billing at the time of the Transaction
- The purchased service is performed.
- Cardholder consent is obtained for a Recurring Transaction.

ID# 151014-120913-0027797

#### 5.3.2.2 Payment Facilitator Location

##### Effective 18 October 2014

The location of a Payment Facilitator is either the:

- Payment Facilitator's principal place of business
- Country in which all of the following occur, if the Payment Facilitator operates in multiple countries:<sup>1</sup>
  - The Payment Facilitator uses a local address for correspondence and judicial process.
  - The Payment Facilitator pays taxes related to revenue earned from the provision of the Payment Facilitator's Card acceptance services to Sponsored Merchants, if the country levies such taxes.

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- The Payment Facilitator maintains a bank account into which is paid revenue earned from the provision of the Payment Facilitator's services to Sponsored Merchants.
- The Payment Facilitator is subject to local laws and regulations.

<sup>1</sup> The Payment Facilitator must sign applicable Merchant Agreements with Sponsored Merchants.

ID# 151014-181014-0029139

## 5.4 Merchant and Cardholder Interaction

### 5.4.1 Honoring Cards

#### 5.4.1.1 Acceptance of Visa Cards Issued by Non-Canada Issuers – Canada Region

A Canada Merchant that accepts Visa Cards must accept any valid Visa Card issued by a non-Canada Issuer, as specified in the Visa Rules.

ID# 151014-200209-0008384

#### 5.4.1.2 Uniform Services Merchant Requirement – US Region

A US Merchant must process Transactions with its Acquirer's Cardholders and other Members' Cardholders in exactly the same manner. The Merchant's normal discount rates, controls, regulations, and procedures apply.

This requirement does not apply to a Merchant that provides Cardholders with a discount, promotional offer, or in-kind incentive at the Point-of-Transaction that is not available for other Visa Cards.

ID# 151014-010410-0006140

## 5.4.2 Conditions of Card Acceptance and Cardholder Rights

### 5.4.2.1 Visa payWave Transaction Requirement in Australia – AP Region

A Merchant or an Acquirer must not override a Cardholder's choice to access the credit account on a Visa credit Card with multiple contactless Payment Applications used at a Contactless Acceptance Device.

ID# 151014-010410-0028916

### 5.4.2.2 Maximum Transaction Amount – US Region and US Territories

In the US Region or a US Territory, a Merchant must not establish a maximum Transaction amount as a condition for honoring a Visa Card, except for a Transaction conducted with a Visa credit Card issued in the US Region or a US Territory.

Only the following Merchants may establish a maximum Transaction amount for the Card type specified above:

- An agency of the US federal government
- A Merchant assigned one of the following MCCs:
  - 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)
  - 8244 (Business and Secretarial Schools)
  - 8249 (Trade and Vocational Schools)

Any maximum Transaction amount imposed must not be discriminatory between Issuers or between Visa and another payment network.

ID# 151014-210710-0026411

### 5.4.2.3 Minimum Transaction Amount – US Region and US Territories

In the US Region or a US Territory, a Merchant must not establish a minimum Transaction amount as a condition for honoring a Visa Card, except for a Transaction conducted with a Visa credit Card issued in the US Region or a US Territory.

The minimum Transaction amount must not be greater than USD 10 and must not be discriminatory between Issuers or between Visa and another payment network.

ID# 151014-210710-0026410

#### 5.4.2.4 Disclosure to Cardholders of Return and Refund Policies

If a Merchant limits its acceptance of returned merchandise or is an Electronic Commerce Merchant, the Merchant must ensure that its return policies are clearly indicated to a Cardholder on the Transaction Receipt or on the Merchant's website, as follows:

**Table 5-1: Disclosure of Return and Refund Policies**

Location	Required Disclosure	To be used for the Following Merchant Policies
Transaction Receipt (all copies, near the Cardholder signature area or in an area easily seen by the Cardholder)	"No Refund" "No Exchanges" "All Sales Final"	Merchant does not: <ul style="list-style-type: none"> <li>Accept merchandise as a return or exchange</li> <li>Issue a refund to a Cardholder</li> </ul>
	"Exchange Only"	Merchant accepts merchandise in exchange for merchandise of equal value to the original Transaction amount
	"In-Store Credit Only"	Merchant accepts merchandise in exchange for an in-store credit document that both: <ul style="list-style-type: none"> <li>Equals the value of the returned merchandise</li> <li>Must be used at the Merchant location</li> </ul>
Website (on checkout screen or in sequence of web pages before final checkout)	"Click to accept" or other acknowledgement button or checkbox	All return/refund policies and other purchase terms and conditions

The Merchant must not require a Cardholder to waive the right to dispute the Transaction with the Issuer.

ID# 151014-010410-0008771

#### 5.4.2.5 Prohibition against Requiring Cardholder or Account Data – US Region

A US Merchant or its agent must not:

- Require a Cardholder to complete a postcard or similar device that includes any of the following in plain view when mailed:
  - Cardholder's Account Number
  - Card expiration date
  - Signature
  - Any other Card account data

- Request the Card Verification Value 2 data on any paper Order Form

ID# 151014-010410-0006960

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### 5.4.3 Merchant Use of Cardholder Account Information

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#### 5.4.3.1 Merchant Use of Account Number or Cardholder Signature (Updated)

A Merchant must comply with all of the following:

- Not request or use an Account Number for any purpose that is not related to payment for goods and services, except as specified in Section 5.4.3.2, "Use of Visa Account Information for Service Access."
- Store and reproduce the signature only for the Transaction for which the signature was obtained
- Reproduce the signature only upon specific written request from the Acquirer or in response to a Retrieval Request

ID# 150415-010410-0008585

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#### 5.4.3.2 Use of Visa Account Information for Service Access

A Merchant may use an Account Number for the purpose of providing access to a service only if either:

- The service was purchased using that Account Number.
- The Card is a Visa Prepaid Card and the service was purchased with cash at a Merchant assigned one of the following MCCs:
  - 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)
  - 4112 (Passenger Railways)
  - 4131 (Bus Lines)

A Merchant's use of Visa account information to provide access to a service must be limited to the generation of a secure, irreversible, and unique Access Token both:

- At the time the service is purchased
- At the point of access to verify the Access Token



At the time of purchase, the Merchant must disclose to the Cardholder any restrictions, additional conditions, or customer service policies that may be relevant to the Cardholder's ability to access the service purchased.

ID# 151014-140612-0027232

#### 5.4.3.3 Access Token Restrictions

A Merchant that uses Visa account information to generate an Access Token must not:

- Require a Cardholder to perform any Cardholder Verification or present identification in order to accept the Visa account information as a means to access the service
- Use the Visa account information, instead of an Access Token, to verify eligibility at the point of access
- Transmit Visa account information except as required for processing an associated Visa Transaction
- Store the Visa account information at the point of access
- Use Visa-Owned Marks at the point of access, unless the point of access is also a Point-of-Transaction
- Use or store Visa account information for any purpose other than to generate an Access Token

ID# 151014-140612-0027233

## 5.5 Merchant Verification of Card and Cardholder

### 5.5.1 Card and Cardholder Validation – Face-to-Face Environment

#### 5.5.1.1 Card and Cardholder Validation in a Face-to-Face Environment

An Acquirer or a Merchant must validate a Card and Cardholder in a Face-to-Face Environment, as follows:

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**Table 5-2: Card and Cardholder Validation in a Face-to-Face Environment**

Description	Manual Cash Disbursements <sup>1</sup> and Quasi-Cash Transactions <sup>2</sup>	All Other Face-to-Face Transactions
Check one or more Card security features (for example: presence of CVV2, hologram)	X	X
Compare the first 4 digits of the Account Number to the 4 digits printed above or below the Account Number, and record the printed 4 digits on the front of the Transaction Receipt <sup>3</sup>	X	
<p>If the Card bears a photograph intended for identification:</p> <ul style="list-style-type: none"> <li>Verify that the Cardholder resembles the person depicted in the photograph</li> <li>Note on the Transaction Receipt that the Cardholder's identity was verified by the photograph on the Card (for example: "photo card presented")</li> </ul> <p>If the Card does not bear a photograph intended for identification:</p> <ul style="list-style-type: none"> <li>Review the Cardholder's identification (for example: an unexpired passport, unexpired driver's license with photo)<sup>4</sup></li> <li>Describe the positive identification on the Transaction Receipt</li> <li>In the US Region, if the Cardholder name is different than the embossed or printed name, record the Cardholder name and address</li> </ul>	X	
In the US Region, verify the last 4 digits of the Card with an Account-Number-Verifying Acceptance Device	X	
<p>Verify that the signature on the Card matches the signature on the Transaction Receipt and on any identification required and presented<sup>5</sup></p> <p>This requirement does not apply to:</p> <ul style="list-style-type: none"> <li>Transactions in which: <ul style="list-style-type: none"> <li>The Card or payment device does not have a signature panel</li> <li>A PIN is used</li> </ul> </li> <li>Anonymous Visa Prepaid Card Transactions</li> <li>Visa Commercial Card Transactions</li> <li>Vehicle-Specific Fleet Card Transactions</li> <li>Visa Easy Payment Service (VEPS) Transactions</li> </ul>	X	X

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Description	Manual Cash Disbursements <sup>1</sup> and Quasi-Cash Transactions <sup>2</sup>	All Other Face-to-Face Transactions
In the US Region, except for a Vehicle-Specific Fleet Card, if the signature panel on the Card is blank or contains words such as "See ID," require the Cardholder to sign the signature panel of the Card before completing the Transaction	X	X
Process the PIN, if applicable	X	X
Process the Consumer Device Cardholder Verification Method (CDCVM), if applicable		X
<p><sup>1</sup> This does not apply to Visa Mobile Prepaid Transactions.</p> <p><sup>2</sup> This does not apply to PIN-Authenticated Visa Debit Transactions in the US Region.</p> <p><sup>3</sup> In the US Region, if the 4 digits do not match, the Merchant or Acquirer must attempt to recover the Card.</p> <p><sup>4</sup> In Australia, if the Cardholder is unable to provide primary identification, the Acquirer may request any 2 of the following forms of secondary identification:</p> <ul style="list-style-type: none"><li>• Any other identity card bearing the Cardholder's photograph</li><li>• Another signed debit or credit card</li><li>• Another signed document (for example: employee identity card, union card, student card)</li><li>• A pensioner card</li></ul> <p><sup>5</sup> This signature may be different from the name embossed or printed on the Card.</p>		

ID# 151014-150410-0008769

## 5.5.2 Cardholder Validation with PIN

### 5.5.2.1 PIN Acceptance and Processing

A Merchant that uses an Acceptance Device with Electronic Capability may accept a Cardholder's PIN rather than a signature. The Merchant must not ask the Cardholder to reveal the PIN.

ID# 151014-010410-0008977

## 5.6 Surcharges, Convenience Fees, and Service Fees

### 5.6.1 Surcharges – Allowances, Requirements, Restrictions, Amounts, and Disclosures

#### 5.6.1.1 Notification of Intent to Assess Surcharges – US Region and US Territories

In the US Region or a US Territory, an Acquirer must ensure that its Merchant notifies Visa and its Acquirer in writing at least 30 calendar days before assessing a US Credit Card Surcharge. Notice to Visa can be provided as specified on the "Merchant Surcharge Notification" link at [www.visa.com](http://www.visa.com). In the US Region or a US Territory, an Acquirer must inform Visa upon request of all notifications of intent to surcharge received from its Merchants.

ID# 151014-270113-0027544

#### 5.6.1.2 Similar Treatment of Visa Transactions – US Region and US Territories

A Merchant must not assess a US Credit Card Surcharge on Visa Credit Card Transactions in a specific payment channel if either:

- The Merchant is prohibited or effectively prohibited by a Competitive Credit Card Brand from assessing surcharges on the Competitive Credit Card Brand's products in that payment channel.
- The Merchant's ability to surcharge a Competitive Credit Card Brand in that payment channel is limited by that Competitive Credit Card Brand in any manner<sup>1</sup> and the Merchant assesses a US Credit Card Surcharge on conditions that are not the same as the conditions on which the Merchant would be allowed to surcharge transactions of the Competitive Credit Card Brand in that payment channel, or on which the Merchant actually surcharges transactions of the Competitive Credit Card Brand in that payment channel, after accounting for any discounts or rebates offered at the Point-of-Transaction.

This prohibition does not apply and a Merchant may assess a US Credit Card Surcharge on Visa Credit Card Transactions if one of the following:

- The Competitive Credit Card Cost of Acceptance or the Competitive Credit Card Product Cost of Acceptance to the Merchant is less than the Visa Credit Card Cost of Acceptance or Visa Credit Card Product Cost of Acceptance to the Merchant and the Competitive Credit Card Brand does not prohibit or effectively prohibit surcharging credit card transactions.
- The Competitive Credit Card Brand prohibits or effectively prohibits surcharging on credit cards and the Merchant actually surcharges the Competitive Credit Card Brand's transactions in an amount at least equal to the lesser of either:
  - The Competitive Credit Card Cost of Acceptance

- The amount of the US Credit Card Surcharge imposed on a Visa Credit Card
- There is an agreement between the Merchant and the Competitive Credit Card Brand in which the Merchant waives or in any other way restrains or limits its ability to surcharge transactions on that Competitive Credit Card Brand, provided that:
  - The agreement is for a fixed duration, is not subject to an "evergreen clause" (i.e., automatically renewed unless terminated by the parties to the agreement) and is not a standard agreement generally offered by the Competitive Credit Card Brand to multiple merchants.
  - The Merchant's acceptance of the Competitive Credit Card Brand as payment for goods or services is unrelated to and not conditional upon the Merchant's entry into such agreement.
  - The agreement is supported by the exchange of material value.
  - The agreement expressly specifies a price under which the Merchant may accept the Competitive Credit Card Brand's products and surcharge those transactions up to the Merchant's Merchant Discount Rate for the Competitive Credit Card Brand, after accounting for any discounts or rebates offered by the Merchant at the Point-of-Transaction.

<sup>1</sup> This provision does not apply if the Competitive Credit Card Brand prohibits only surcharging for an amount greater than the Competitive Credit Card Cost of Acceptance.

ID# 151014-270113-0027541

#### 5.6.1.3 US Credit Card Surcharge Requirements – US Region and US Territories

In the US Region or a US Territory, a Merchant may assess a fixed or variable US Credit Card Surcharge on a Visa Credit Card Transaction, subject to applicable laws or regulations.

The Merchant may assess a US Credit Card Surcharge by either:

- Applying the same fixed or variable US Credit Card Surcharge to all Visa Credit Card Transactions (brand level)
- Applying the same fixed or variable US Credit Card Surcharge to all Visa Transactions of the same credit product type (product level)

The US Credit Card Surcharge at the brand level must be the same for all Visa Credit Card Transactions, regardless of the Card's Issuer or the product type, and after accounting for any discounts or rebates offered by the Merchant on Visa Credit Card Transactions at the Point-of-Transaction.

The US Credit Card Surcharge at the product level must be the same for Transactions on a particular Visa Credit Card product type, regardless of the Card's Issuer, and after accounting for any discounts or rebates offered by the Merchant on Visa Credit Card Transactions on the product type at the Point-of-Transaction.

A Merchant must not assess a US Credit Card Surcharge on Visa Credit Card Transactions at both the brand and product level.

The US Credit Card Surcharge must be included in the Transaction amount.

ID# 151014-270113-0027539

#### 5.6.1.4 US Credit Card Surcharge Maximum Amount – US Region and US Territories

In the US Region or a US Territory, a US Credit Card Surcharge assessed at the brand level, as specified in Section 5.6.1.3, "US Credit Card Surcharge Requirements – US Region and US Territories," must not exceed the Merchant's Visa Surcharge Cap.

In the US Region or a US Territory, a US Credit Card Surcharge assessed at the product level, as specified in Section 5.6.1.3, "US Credit Card Surcharge Requirements – US Region and US Territories," must not exceed the Merchant's Visa Credit Card Surcharge Cap less the Debit Card Cost of Acceptance.

In no case may the US Credit Card Surcharge amount exceed the Maximum Surcharge Cap.

ID# 151014-270113-0027540

#### 5.6.1.5 US Credit Card Surcharge Disclosure Requirements – US Region and US Territories

A Merchant in the US Region or a US Territory must, at both the point of entry into the Merchant Outlet and the Point-of-Transaction, clearly and prominently disclose any US Credit Card Surcharge that will be assessed.

The disclosure at the Point-of-Transaction must include all of the following:

- The exact amount or percentage of the US Credit Card Surcharge
- A statement that the US Credit Card Surcharge is being assessed by the Merchant and is only applicable to credit Transactions
- A statement that the US Credit Card Surcharge amount is not greater than the applicable Merchant Discount Rate for Visa Credit Card Transactions at the Merchant

Merchants with Point-of-Transaction Terminals that offer Cardholder choice for debit Transactions in the form of "credit" and "debit" buttons must ensure that:

- Visa debit Card Transactions are not assessed a US Credit Card Surcharge
- It is made clear to the Cardholder that surcharges are not permitted on debit Transactions regardless whether a Cardholder selects the "credit" or "debit" button

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For an Electronic Commerce Transaction, a Mail/Phone Order Transaction, and an Unattended Transaction, the Cardholder must be provided the opportunity to cancel the Transaction subsequent to the US Credit Card Surcharge disclosure.

For example, the requirement for clear and prominent disclosure will be satisfied if the disclosure is made consistent with Table 5-3, "Surcharge Disclosure – US Region and US Territories":

**Table 5-3: Surcharge Disclosure – US Region and US Territories**

Transaction Type	Point-of-Entry	Point-of-Transaction
Face-to-Face Transaction	Main entrance(s) of the Merchant Outlet, in a minimum 32-point Arial font, but in any case no smaller or less prominent than surrounding text	Every customer check-out or payment location, in a minimum 16-point Arial font, but in any case no smaller or less prominent than surrounding text
Electronic Commerce Transaction	The first page that references credit card brands accepted, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text	Check-out page, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text
Mail order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font, but in any case no smaller or less prominent than surrounding text	Mail order form, in a minimum 10-point Arial font, but in any case no smaller or less prominent than surrounding text
Telephone order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font, but in any case no smaller or less prominent than surrounding text	Verbal notice from the telephone order clerk, including US Credit Card Surcharge amount
Unattended Cardholder-Activated Terminal	Main entrance(s) of the Merchant Outlet (if applicable), e.g. gas (petrol) station store, in a minimum 32-point Arial font, but in any case no smaller or less prominent than surrounding text	On the Unattended Cardholder-Activated Terminal or virtual disclosure on the payment terminal screen, in a minimum 16-point Arial font, but in any case no smaller or less prominent than surrounding text

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#### 5.6.1.6 Surcharges in Australia – AP Region

In the AP Region, if an Australia Merchant adds a Surcharge to a Transaction, the Surcharge amount must comply with all of the following:

- Be limited to the "reasonable costs of acceptance" of a Visa Card (or Visa Cards) as that concept is defined by the Reserve Bank of Australia and by applicable laws or regulations

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- Not include the cost of accepting any non-Visa payment card
- Be clearly disclosed to the Cardholder before the completion of the Transaction. The Cardholder must be given the opportunity to cancel without penalty after the Surcharge is disclosed.
- Be charged only by the Merchant that provides the goods or services to the Cardholder. The Merchant must not permit a third party to charge a Cardholder a separate or additional amount in respect of the cost of acceptance of the Visa Card, but the Merchant may include third-party costs relevant to accepting a Visa Card as part of its Surcharge.
- Not differ according to Issuer
- Be different for Visa credit Card Transactions and Visa debit Card Transactions if the "reasonable cost of acceptance" varies between the 2 Transactions
- Be assessed only on the final total amount charged for the goods or services, after any discount or rebate from the Merchant has been applied
- Be added to the Transaction amount and not collected separately<sup>1</sup>

<sup>1</sup> A government Merchant may collect the Surcharge amount separately and may use a third party to deposit Transactions if it is assigned one of the following MCCs:

- 9211 (Court Costs, Including Alimony and Child Support)
- 9222 (Fines)
- 9223 (Bail and Bond Payments)
- 9311 (Tax Payments)
- 9399 (Government Services [Not Elsewhere Classified])
- 9405 (Intra-Government Purchases)

ID# 151014-180313-0027589

#### 5.6.1.7 Surcharge Disclosure Requirements in Australia – AP Region

In the AP Region, an Australia Merchant that assesses a Surcharge must do all of the following:

- Inform the Cardholder that a Surcharge is assessed
- Inform the Cardholder of the Surcharge amount or rate
- Not describe the Surcharge as, or inform the Cardholder that the Surcharge is, assessed by Visa or a financial institution



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- Include notices, signs, or decals disclosing that the Merchant assesses a Surcharge. Such notices, signs, or decals must be in a conspicuous location or locations at the Merchant's physical point of sale, or, in the absence of a physical point of sale, prominently during an Electronic Commerce Transaction or communicated clearly in a telephone order so as it can be reasonably assured that all Cardholders presenting a Visa Card will be aware of the Surcharge.
- Clearly display or communicate the Surcharge disclosure in the Transaction environment or process, including (if there is a physical point of sale) at the terminal/cashier's desk. The disclosure must be of as high a contrast as any other signs or decals displayed.

A Merchant in Australia must clearly and prominently disclose any Surcharge that will be assessed.

The disclosure at the point of sale must include both of the following:

- The exact amount or percentage of the Surcharge
- A statement that the Surcharge is being assessed by the Merchant

For an Electronic Commerce Transaction, a Mail/Phone Order Transaction, and an Unattended Transaction, the Cardholder must be provided the opportunity to cancel the Transaction subsequent to the Surcharge disclosure.

For example, the requirement for clear and prominent disclosure will be satisfied if the disclosure is made consistent with Table 5-4, "Surcharge Disclosure – Australia":

**Table 5-4: Surcharge Disclosure – Australia**

Transaction Type	Point-of-Entry	Point-of-Sale
Face-to-Face Transaction	Not applicable	Every Customer check-out or payment location, in a minimum 16-point Arial font
Electronic Commerce Transaction	The first page that references credit card brands accepted, in a minimum 10-point Arial font	Check-out page, in a minimum 10-point Arial font
Mail order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font. The disclosure must also provide instructions for calculating the amount of the Surcharge to be applied and added to the total Transaction amount.	Mail order form, in a minimum 8-point Arial font
Telephone order Transaction	The first page of the catalog that references credit card brands accepted, in a minimum 8-point Arial font. The disclosure must also provide instructions for calculating the amount of the Surcharge to be applied and added to the total Transaction amount.	Verbal notice from the telephone order clerk, including Surcharge amount

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### Surcharges, Convenience Fees, and Service Fees

Transaction Type	Point-of-Entry	Point-of-Sale
Unattended Transaction	Not applicable	On the Unattended Cardholder-Activated Terminal or virtual disclosure on the payment terminal screen, in a minimum 16-point Arial font

ID# 151014-180313-0027590

## 5.6.2 Convenience Fees – Allowances, Requirements, Restrictions, Amounts, and Disclosures

### 5.6.2.1 Convenience Fees – AP Region, CEMEA Region, and US Region

In the AP Region, CEMEA Region (Russia only), and US Region, a Merchant that charges a Convenience Fee must ensure that the fee is assessed as follows:

**Table 5-5: Convenience Fee Requirements**

Convenience Fee Requirement	AP Region	Russia	US Region
Charged for a bona fide convenience in the form of an alternative payment channel outside the Merchant's customary payment channels and not charged solely for the acceptance of a Card	X	X	X
Added only to a Transaction completed in a Card-Absent Environment	X		X
Not charged if the Merchant operates exclusively in a Card-Absent Environment	X		X
Added only to a domestic Unattended Transaction, excluding Transactions at Automated Fuel Dispensers, Telephone Service Transactions, or ATM Cash Disbursements		X	
Charged only by the Merchant that provides goods or services to the Cardholder	X		X
Applicable to all forms of payment accepted in the payment channel	X	X	X
Disclosed clearly to the Cardholder: <ul style="list-style-type: none"><li>As a charge for the alternative payment channel convenience</li><li>Before the completion of the Transaction. The Cardholder must be given the opportunity to cancel.</li></ul>	X	X	X

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#### Visa Core Rules and Visa Product and Service Rules

Convenience Fee Requirement	AP Region	Russia	US Region
A flat or fixed amount, regardless of the value of the payment due In the AP Region, an ad valorem amount is allowed as required by applicable laws or regulations. In Russia, the amount must not exceed: <ul style="list-style-type: none"> <li>RUB 35 for Transactions processed with MCC 4814</li> <li>RUB 60 for Transactions processed with MCC 4900</li> <li>RUB 48 for all other Transactions</li> </ul>	X	X	X
Included as part of the total amount of the Transaction and not collected separately	X	X	X
Not charged in addition to a surcharge	X	N/A <sup>1</sup>	X
Not charged on a Recurring Transaction or an Installment Transaction	X	X	X
<sup>1</sup> Surcharging is not allowed.			

ID# 151014-010410-0027492

#### 5.6.2.2 Acceptance Device Disclosure Requirements for Convenience Fees in Russia – CEMEA Region

In the CEMEA Region, if a Russia Merchant or third party charges a Convenience Fee, the Acceptance Device must do all of the following:

- Inform the Cardholder that a Convenience Fee will be charged for the alternative payment channel convenience, in addition to other Issuer charges. The disclosure must both:
  - Be as high a contrast or resolution as any other graphics on the Acceptance Device
  - Contain the notice:  
Fee Notice: "(Name) will assess a fee to cardholders for transactions at this terminal. This fee is added to the amount of your transaction and is in addition to any fees that may be charged by your financial institution."
- Disclose to the Cardholder the amount of the Convenience Fee
- Identify the recipient of the Convenience Fee
- Request Cardholder approval of the Convenience Fee
- Provide the ability for the Cardholder to cancel the Transaction without incurring a fee or penalty

ID# 151014-010410-0025573

### 5.6.3 Service Fees – Allowances, Requirements, Restrictions, Amounts, and Disclosures

#### 5.6.3.1 Service Fees Charged on Government Payments in Egypt and Russia – CEMEA Region (Updated)

In the CEMEA Region, if an Acquirer or a Merchant in Russia or Egypt charges a flat or variable Service Fee for the acceptance of a Card for a Government Payment, the Service Fee must comply with all of the following:

- Be charged only for qualifying Government Payments, where applicable laws or regulations explicitly state that the Government Payment must be received in full and without deductions
- Not be greater than the value of the Government Payment
- Not be greater than any fixed or variable fee charged for a Government Payment completed with any other payment card or device
- Reasonably reflect the costs associated with completing the Government Payment
- Be clearly disclosed to the Cardholder before the completion of the Government Payment. The Cardholder must be given the opportunity to cancel without penalty.
- In Egypt, both:
  - Be charged only by a government Merchant that is registered with Visa and is assigned one of the following MCCs:
    - 4900 (Utilities – Electric, Gas, Water, Sanitary)
    - 8211 (Elementary and Secondary Schools)
    - 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)
    - 8241 (Correspondence Schools)
    - 8244 (Business and Secretarial Schools)
    - 8249 (Vocational and Trade Schools)
    - 8299 (Schools and Educational Services [Not Elsewhere Classified])
    - 9211 (Court Costs, Including Alimony and Child Support)
    - 9222 (Fines)
    - 9223 (Bail and Bond Payments)
    - 9311 (Tax Payments)
    - 9399 (Government Services [Not Elsewhere Classified])
    - 9402 (Postal Services – Government Only)

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### Acceptance

#### Visa Core Rules and Visa Product and Service Rules

- Not exceed EGP 40
- In Russia, be charged only by an Acquirer or a Merchant that both:
  - Is registered with Visa to assess a Service Fee on Government Payments
  - Includes its assigned Merchant Verification Value in the Authorization and Clearing messages

ID# 150415-080613-0026115

#### 5.6.3.2 Service Fees Charged on Government and Education Payment Program Transactions – US Region

In the US Region, if a Government or Education Merchant or third party assesses a Service Fee for processing a Transaction, it must do all of the following:

- Disclose the Service Fee before the Transaction is completed and allow the Cardholder to cancel the Transaction
- Process the Service Fee as a separate Transaction
- Disclose the Service Fee as a fee assessed by the Merchant or third party
- Not charge a Convenience Fee or surcharge in addition to the Service Fee

ID# 151014-061112-0027496

## 5.7 Acceptance Devices

### 5.7.1 Acceptance Device Requirements – All Devices

#### 5.7.1.1 Acceptance Device Requirements (Updated)

An Acceptance Device must comply with the *Transaction Acceptance Device Requirements* and all of the following requirements applicable to the device:

**Table 5-6: Acceptance Device Requirements**

Acceptable Device Type	Requirements
All	<ul style="list-style-type: none"> <li>• Accept all 16-digit Account Numbers</li> <li>• Display the appropriate acceptance Mark</li> <li>• Use the proper POS Entry Mode code</li> <li>• In the AP Region and CEMEA Region, support contact Chip-initiated Transactions (excluding ATMs in the AP Region)</li> <li>• In Australia and New Zealand, for devices in a Face-to-Face Environment, activate the PIN pad to enable PIN Transactions</li> <li>• In the US Region, if deployed after 15 May 2007 at a Merchant Outlet that receives or accepts tips, not be programmed to include an estimated tip amount in the Authorization Request</li> </ul>
ATM	<ul style="list-style-type: none"> <li>• <b>Effective through 31 December 2014</b> In the US Region, actively support both the MSD and qVSDC transaction paths</li> <li>• Comply with all requirements specified in the Visa Product and Service Rules: ATM</li> </ul>

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#### Visa Core Rules and Visa Product and Service Rules

Acceptable Device Type	Requirements
Contact Chip	<ul style="list-style-type: none"> <li>• Be EMV-Compliant and approved by EMVCo</li> <li>• Complete testing, as specified in Section 5.7.2.1, "Chip Acceptance Device Testing Requirements"</li> <li>• Accept and process VIS and Common Core Definition Chip Cards</li> <li>• Be able to read a Magnetic Stripe and complete a Magnetic Stripe-read Transaction</li> <li>• Support Fallback Transactions<sup>1</sup></li> <li>• Process the Transaction using data read from the Chip on a Chip Card unless any of the following apply, in which case the Transaction must be completed using data read from the Magnetic Stripe of a Chip Card:<sup>1</sup> <ul style="list-style-type: none"> <li>– The Chip is not EMV-Compliant</li> <li>– The Chip reader is inoperable</li> <li>– The Chip malfunctions during the Transaction or cannot be read</li> <li>– The Chip Transaction cannot be completed due to the absence of a mutually supported Application Identifier (AID)</li> </ul> <p>If neither the Chip nor Magnetic Stripe of a Chip Card can be read and the Transaction is accepted using a paper voucher or key entry, the device must follow correct Fallback and acceptance procedures.</p> </li> <li>• Include an EMV OnlineAuthorizationCryptogram and all data elements used to create it in all Online Authorization Requests for a Chip Transaction transmitted to VisaNet</li> <li>• <b>Effective through 11 March 2015</b> Support variable-length Account Numbers up to and including 19 digits</li> <li>• <b>Effective through 11 March 2015</b> Read an EMV-Compliant and VIS-Compliant Chip, and not override the Chip Authorization controls by manually prompting for Magnetic Stripe<sup>1</sup></li> <li>• <b>Effective 12 March 2015</b> Read an EMV-Compliant and VIS-Compliant Chip and not allow override of Chip Authorization controls by prompting for a Magnetic Stripe read<sup>2</sup></li> <li>• <b>Effective through 11 March 2015</b> Support terminal action codes and facilitate access to multiple accounts on a Chip Card</li> <li>• <b>Effective 12 March 2015</b> Support terminal action codes</li> <li>• <b>Effective through 11 March 2015</b> Present to the Card or Cardholder mutually supported Payment Applications contained in the Chip and not discriminate between Payment Applications unless stipulated by Chip parameters</li> </ul>

## Visa Product and Service Rules

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#### Acceptance Devices

Acceptable Device Type	Requirements
Contact Chip (Cont.)	<ul style="list-style-type: none"> <li>• <b>Effective 12 March 2015</b> Include all mutually supported Payment Applications between the Chip and the device in the application selection process, and not discriminate between Payment Applications unless stipulated by Chip parameters or a Visa-approved application selection process</li> <li>• Act on the Cardholder Verification Method List<sup>3</sup></li> <li>• <b>Effective through 11 March 2015</b> Have a PIN pad or a port capable of supporting a PIN pad</li> <li>• If using an active PIN pad, both: <ul style="list-style-type: none"> <li>– Comply with Visa encryption standards</li> <li>– Be active for Visa Chip-initiated Transactions if it is active for other Chip-enabled payments</li> </ul> </li> <li>• <b>Effective 12 March 2015</b> Have a PIN pad or a port capable of supporting a PIN pad and, if using an active PIN pad, comply with Visa encryption standards</li> <li>• If the device is equipped with only a PIN pad port or PIN pad is inactive for Chip-initiated Transactions, support software to ensure compliance with Visa encryption standards<sup>3</sup></li> <li>• Have the capability to have its Visa Public Keys replaced in an acceptable method by any Visa-specified date</li> <li>• If Online-capable and offline-capable, perform Terminal Risk Management</li> <li>• Support Post-Issuance Application Change commands</li> <li>• If a PIN-only Chip-Reading Device, not display the Visa Brand Mark (excluding ATMs and Unattended Cardholder-Activated Terminals [UCATs] that accept only PINs for Cardholder Verification)</li> <li>• <b>Effective through 30 June 2015</b> Not prompt a Cardholder for a PIN unless required by the Chip, excluding: <ul style="list-style-type: none"> <li>– ATMs</li> <li>– Offline-only UCATs</li> <li>– UCATs deployed before 1 April 2014</li> <li>– UCATs deployed after 1 April 2014 to replace an existing Acceptance Device</li> </ul> </li> <li>• <b>Effective 1 July 2015</b> Prompt a Cardholder for a PIN only if required by the Chip, except for ATMs and offline-only UCATs</li> <li>• Support "Plaintext Offline PIN" if it supports "Enciphered Offline PIN"</li> </ul>



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### Visa Core Rules and Visa Product and Service Rules

Acceptable Device Type	Requirements
Contact Chip (Cont.)	<ul style="list-style-type: none"><li>• In the AP Region, if deployed after 1 January 2005, both:<ul style="list-style-type: none"><li>– Be capable of accepting a PIN</li><li>– Support "Plaintext Offline PIN" and "Enciphered Offline PIN"</li></ul></li><li>• In Australia, all of the following:<ul style="list-style-type: none"><li>– Accept both Online and Offline PIN</li><li>– For international Transactions support PIN bypass</li><li>– Ensure that a Domestic Transaction uses a PIN, except for:<ul style="list-style-type: none"><li>▪ A Transaction initiated with a Card that is not a PIN-Preferring Chip Card</li><li>▪ An Unattended Transaction</li><li>▪ A Visa Easy Payment Service Transaction</li></ul></li></ul></li><li>• <b>Effective through 11 March 2015</b> In New Zealand, support Visa Smart Debit/Credit Transactions (except ATMs)</li><li>• In Brazil, if deployed after 18 November 2013, support Offline PIN Verification (except UCATs in parking lots/garages and vending machines)</li><li>• In the Canada Region, support both:<ul style="list-style-type: none"><li>– "Plaintext Offline PIN"</li><li>– "Enciphered Offline PIN"</li></ul></li><li>• In the CEMEA Region, support both:<ul style="list-style-type: none"><li>– For an Offline-Capable Chip-Reading Device, support both "Plaintext Offline PIN" and "Enciphered Offline PIN"</li><li>– For an Online-Only Chip-Reading Device, support either:<ul style="list-style-type: none"><li>▪ "Enciphered Online PIN"</li><li>▪ Both "Plaintext Offline PIN" and "Enciphered Offline PIN"</li></ul></li></ul></li></ul>

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### Acceptance Devices

Acceptable Device Type	Requirements
Contactless Chip	<ul style="list-style-type: none"><li>• Be approved by EMVCo or Visa</li><li>• If deployed after 1 May 2013, not limit the Transaction amount of a Contactless Transaction in a Face-to-Face Environment</li><li>• <b>Effective 16 October 2015</b> If deployed on or after 16 October 2015,<sup>6</sup> forward to Visa the form factor indicator field, when provided by a Contactless Payment Device</li><li>• In Australia, for international Transactions support PIN bypass</li><li>• In the AP, Canada, CEMEA, and LAC Regions, if deployed on or before 1 January 2012, comply with the <i>Visa Contactless Payment Specification 2.0</i> or later<sup>1</sup> and be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</li><li>• <b>Effective through 31 March 2015</b> In the AP, Canada, CEMEA, and LAC Regions, if deployed after 1 April 2014, comply with the <i>Visa Contactless Payment Specification 2.1.1</i> or later,<sup>4</sup> or the equivalent EMV contactless kernel 3, and be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</li></ul>

## Visa Product and Service Rules

### Acceptance

#### Visa Core Rules and Visa Product and Service Rules

Acceptable Device Type	Requirements
Contactless Chip (Cont.)	<ul style="list-style-type: none"> <li> <b>Effective for Contactless Acceptance Devices deployed in the AP and CEMEA Regions after 1 April 2015</b>  <b>Effective 1 January 2018 for all Contactless Acceptance Devices in the AP and CEMEA Regions</b> <ul style="list-style-type: none"> <li>Comply with the <i>Visa Contactless Payment Specification 2.1.3</i> or later<sup>4</sup> or the equivalent EMV contactless kernel 3</li> <li>Be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet</li> <li>Disable the device's Contactless Transaction limit</li> <li>Enable the device's applicable Cardholder Verification Method (CVM) Transaction limit</li> <li>Enable the device's applicable Contactless Chip Floor Limit</li> <li>Support the application program ID (APID)</li> <li>Include the form factor indicator in the Authorization Request and Clearing Record when provided by the Contactless Payment Device<sup>6</sup></li> <li>Not support the MSD transaction path</li> </ul> </li> <li> <b>Effective 1 April 2015</b>  In the Canada and LAC Regions, if deployed after 1 April 2014, comply with the <i>Visa Contactless Payment Specification 2.1.1</i> or later, or the equivalent EMV contactless kernel 3, and be capable of processing a Transaction using the qVSDC transaction path and transmitting the resulting Chip data to VisaNet </li> <li> In the US Region, if deployed between 1 April 2013 and 31 December 2014, comply with the <i>Visa Contactless Payment Specification 2.1.1</i> or later and be capable of processing a Transaction using both the MSD and qVSDC transaction paths </li> <li> In the US Region, if deployed on or after 1 January 2015, comply with the <i>Visa Contactless Payment Specification 2.1.1</i> or later and be capable of processing a Transaction using the qVSDC transaction path<sup>5</sup> </li> <li> <b>Effective through 11 March 2015</b>  In the Canada Region, if capable of processing offline-authorized Transactions, permit Contactless Transactions to be conducted offline for the maximum amount programmed by the Issuer on the Visa Card, up to the applicable Floor Limit </li> </ul>
Contactless-Only	<ul style="list-style-type: none"> <li> <b>Effective through 11 March 2015</b>  Be deployed only at a turnstile, fare gate, or point of boarding at a Merchant assigned MCC 4111, 4112, or 4131 </li> <li> <b>Effective 12 March 2015</b>  Comply with Section 5.7.2.3, "Deployment of Contactless-Only Acceptance Devices" </li> </ul>

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### Acceptance

#### Acceptance Devices

Acceptable Device Type	Requirements
Magnetic Stripe	<ul style="list-style-type: none"><li>• Transmit the entire unaltered contents of all data encoded on track 1 or track 2 of the Magnetic Stripe</li><li>• Act upon Service Codes or request Online Authorization</li><li>• Not erase or alter any Magnetic-Stripe encoding on a Card</li><li>• For devices that can accept Cards with more than one Magnetic Stripe, be capable of processing and transmitting the payment data from the Visa Magnetic Stripe</li><li>• In Australia, allow PIN bypass for Domestic Transactions</li><li>• In New Zealand, allow PIN bypass for Domestic Transactions</li></ul>
Unattended Cardholder-Activated Terminal (UCAT)	<ul style="list-style-type: none"><li>• Display the Merchant name and customer service telephone number</li><li>• If PIN-accepting, be capable of conveying an "invalid PIN – re-enter" message to the Cardholder</li><li>• <b>Effective through 30 June 2015</b> For Chip-initiated and Contactless Transactions, if online-capable and newly deployed (or replacing an existing device), enable a Transaction to be processed without a Cardholder Verification Method, if applicable</li><li>• <b>Effective 1 July 2015</b> If Online-capable, for Chip-initiated and Contactless Transactions, support "No CVM required"</li><li>• If used for the purchase of gambling services, all of the following:<ul style="list-style-type: none"><li>– Display the Merchant location</li><li>– Display the terms and conditions (including rules of play, odds of winning, and pay-out ratios)</li><li>– Before initiating the Transaction, allow the Cardholder to cancel the Transaction</li></ul></li><li>• Follow all applicable Point-of-Transaction Card acceptance requirements when accepting payment for goods or services, and follow ATM requirements when dispensing cash</li></ul>
<p><sup>1</sup> This does not apply to ATMs in Japan</p> <p><sup>2</sup> This does not apply to Account Number Verification Transactions processed as Magnetic-Stripe Transactions in Japan.</p> <p><sup>3</sup> This requirement does not apply if compliance is inherently impractical (for example: at road tolls, for transit applications) or in situations where a Cardholder would not expect interaction with a Chip-Reading device.</p> <p><sup>4</sup> This requirement does not apply to Visa Touch readers deployed in Japan.</p> <p><sup>5</sup> Where qVSDC is supported, the Contactless Acceptance Device may require an Online Authorization for all Transactions.</p> <p><sup>6</sup> In the AP Region for Japan, 1 October 2018</p>	

ID# 150415-151014-0028045

#### 5.7.1.2 Visa Electron Card Acceptance Requirements

A Visa Electron Merchant must process Transactions using:

- An Acceptance Device with Electronic Capability
- In South Africa, a PIN-enabled Acceptance Device

ID# 151014-010410-0003658

#### 5.7.2 Chip Acceptance Device Requirements

##### 5.7.2.1 Chip Acceptance Device Testing Requirements

An Acquirer must successfully complete testing of a Chip Acceptance Device, as follows:

**Table 5-7: Chip Acceptance Device Testing Requirements**

Acceptance Device Type	Testing Tool	When Required	Submission Requirements
Chip-Reading Device	Acquirer Device Validation Toolkit (ADVT)	<ul style="list-style-type: none"> <li>• Before deploying or upgrading a Chip-Reading Device</li> </ul>	<ul style="list-style-type: none"> <li>• Submit test results using the Chip Compliance Reporting Tool (CCRT)</li> <li>• Not submit ADVT test results for a device containing a kernel or interface module (IFM) that has expired</li> </ul>
Contactless Chip-Reading Device in the US Region	Contactless Device Evaluation Toolkit (CDET)	Before deploying either a: <ul style="list-style-type: none"> <li>• New Contactless Chip-Reading Device</li> <li>• Existing Contactless Chip-Reading Device that has undergone a significant hardware or software upgrade</li> </ul>	Submit test results using the CCRT

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#### Acceptance Devices

Acceptance Device Type	Testing Tool	When Required	Submission Requirements
quick Visa Smart Debit/Credit (qVSDC) Contactless reader at a Point-of-Transaction Acceptance Device	ADVT-qVSDC device module or other Visa-approved combination testing tool	Before deploying a qVSDC Contactless reader at a Point-of-Transaction Acceptance Device	Not applicable

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#### 5.7.2.2 Acquirer Responsibility for Chip-Reading Devices

An Acquirer is responsible for the actions of a Chip-Reading Device that provides improper information and processing decisions to the Chip.

ID# 151014-010410-0006018

#### 5.7.2.3 Deployment of Contactless-Only Acceptance Devices

If a Merchant deploys a Contactless-Only Acceptance Device, it must comply with all of the following:

- Be assigned one of the following MCCs:
  - 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)
  - 4112 (Passenger Railways)
  - 4131 (Bus Lines)
- Deploy the device only at a turnstile, fare gate, or point of boarding
- Accept all Cards at all other sales distribution channels at the Merchant Outlet. This requirement does not apply to Merchant Outlets that are transit passenger vehicles (for example: buses, ferries, trains).
- Obtain Authorization for the full Transaction amount before Clearing for a Transaction at the device
- Include the following values in the Authorization Request and Clearing Record:
  - POS Entry Mode code 07
  - Terminal type 3/UAT indicator 1 or 3
  - POS terminal entry capability 8
- If it configures the device to always perform offline data authentication before allowing a Cardholder to access its transit services, all of the following:

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- Configure all of its devices in the same transit mode or network to perform offline data authentication
- Support either real-time or deferred Online Authorization at all turnstiles, fare gates, or points of boarding
- Support Visa contactless static data authentication and Dynamic Data Authentication

ID# 151014-010814-0026670

#### 5.7.2.4 PIN-Entry Bypass Prohibition – Canada Region

A Canada Acquirer must ensure that PIN entry on a Compliant Chip-Reading Device with a PIN Entry Device cannot be bypassed by the Acquirer, the Merchant, or an agent of the Acquirer or Merchant.

ID# 151014-010410-0004863

#### 5.7.3 Unattended Cardholder-Activated Terminals – Transaction Cancellation

##### 5.7.3.1 Acquirer Cancellation of Transactions at Unattended Cardholder-Activated Terminals

If an Unattended Cardholder-Activated Terminal allows an Acquirer to cancel a Transaction, the Acquirer may use this function without Issuer permission only after one of the following:

ID# 151014-151011-0025727

## 5.8 Merchant Authorization Requirements

### 5.8.1 Transactions Requiring Authorization

#### 5.8.1.1 Requirement to Authorize Transactions (Updated)

A Merchant or an Acquirer must request Authorization regardless of the Transaction amount if any of the following:

- The Cardholder presents an Expired Card.
- The Card signature panel is blank.
- The Merchant is suspicious of a proposed Transaction.

- The Card is unembossed and an Electronic Imprint is not obtained.
- The Transaction occurs at a Contactless-Only Acceptance Device, as specified in Section 5.7.2.3, "Deployment of Contactless-Only Acceptance Devices."
- The Transaction is any of the following:
  - A Cash-Back Transaction
  - A Fallback Transaction<sup>4</sup>
  - An In-Transit Transaction
  - A Mail/Phone Order Transaction
  - A No-Show Transaction
  - A Recurring Transaction
  - A V PAY Transaction<sup>4</sup>
  - A Visa Electron Transaction<sup>4</sup>
  - An Aggregated Transaction
  - An Automated Fuel Dispenser Transaction<sup>4</sup>
  - An Electronic Commerce Transaction<sup>4</sup>
  - Initiated using a Mobile Payment Acceptance Solution<sup>4</sup>
  - The purchase of a Visa Prepaid Card at an Unattended Cardholder-Activated Terminal
  - In Australia, a domestic PIN-bypass Magnetic-Stripe Transaction<sup>4</sup>
  - In New Zealand, a domestic PIN-bypass Magnetic-Stripe Transaction<sup>4</sup>

<sup>1</sup> Offline Authorization is allowed for Chip-initiated Transactions provided that the Transaction amount does not exceed the Merchant's Floor Limit.

<sup>2</sup> This does not apply to a domestic Contactless Transaction in the AP Region (excluding Japan) if the Transaction amount is less than or equal to the domestic Contactless Transaction limit.

<sup>3</sup> For a domestic Contactless Transaction in Japan, for amounts above the domestic Floor Limit, Authorization must be Online.

<sup>4</sup> Authorization must be Online.

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#### 5.8.1.3 Transaction Authorization on the Transaction Date

A Merchant or an Acquirer must obtain Authorization on the Transaction Date.

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#### 5.8.2 Transaction Amount-Related Authorization Requirements

##### 5.8.2.1 Domestic Contactless Transaction Offline Authorization Requirement – AP Region

In the AP Region, a domestic Contactless Transaction must be authorized offline if both:

- The Transaction amount is less than or equal to the applicable Floor Limit specified in Table 5-8, "Domestic Contactless Transaction Offline Authorization Limits – AP Region"
- The cumulative value authorized offline in consecutive Contactless Transactions does not exceed the following cumulative offline limits:

**Table 5-8: Domestic Contactless Transaction Offline Authorization Limits – AP Region**

Country	Contactless Floor Limit in Local Currency	Cumulative Offline Limits
Hong Kong <sup>1</sup>	HKD 500	HKD 1,000
Indonesia <sup>1</sup>	IDR 200,000	IDR 500,000
Japan	JPY 10,000	JPY 50,000
Malaysia <sup>1</sup>	MYR 150	MYR 400
<b>Effective through 17 April 2015</b> New Zealand	NZD 80	NZD 160
People's Republic of China <sup>1</sup>	RMB 500	RMB 1,000
Philippines	PHP 2,000	PHP 5,000
Singapore <sup>1</sup>	SGD 100	SGD 200
South Korea	KRW 50,000	KRW 100,000
Taiwan <sup>1</sup>	NTD 3,000	NTD 10,000
Thailand <sup>1</sup>	THB 1,500	THB 4,500
<sup>1</sup> These countries may limit the maximum value of a single Contactless Transaction up to the Transaction limits specified.		

ID# 150415-010410-0025707

##### 5.8.2.5 Merchant Requirement to Check the Card Recovery Bulletin (CRB)

A Merchant must check the appropriate Card Recovery Bulletin (CRB) if the Transaction amount is below the Floor Limit.

The Merchant is not required to check the CRB if any of the following apply:

- The Merchant is in the US Region.
- The Transaction is completed at a Contactless-Only Acceptance Device.
- Transaction occurs at a Chip-Reading Device and qualifies for the EMV liability shift.

ID# 151014-010410-0003010

##### 5.8.2.6 Authorization of Total Transaction Amount – US Region

In the US Region, an Authorization Request must be for the total amount of the Transaction.

A US Merchant must not, unless specifically permitted in the Visa Rules:

- Use an arbitrary or estimated amount to obtain Authorization
- Add an estimated tip amount to the Authorization Request beyond the value of the goods provided or services rendered, plus any applicable tax

ID# 151014-150210-0008581

#### 5.8.3 Non-Standard Authorizations

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##### 5.8.3.1 Estimated Authorization Amount Requirements (Updated)

A Merchant must not use an arbitrary or estimated amount to obtain Authorization, except for the following:

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Table 5-12: Permitted Estimated Authorizations

Merchant/ Transaction Type	Basis for Authorization	Other Requirements and Restrictions
Automated Fuel Dispenser		<p>A Status Check Authorization<sup>1</sup> is equivalent to an Authorization up to and including:</p> <ul style="list-style-type: none"><li>• For Domestic Transactions in Japan, JPY 15,000</li><li>• For domestic Visa Fleet Card Transactions in the US Region, USD 150</li><li>• For other Transactions, one of the following, whichever is lower:<ul style="list-style-type: none"><li>– For a Chip-initiated Transaction with a PIN, USD 100 (or local currency equivalent)</li><li>– For a Transaction without a PIN, USD 75 (or local currency equivalent)<ul style="list-style-type: none"><li>▪ <b>Effective 15 April 2015</b> For a US Domestic Transaction, USD 100<sup>2</sup></li></ul></li><li>– The amount approved in a Partial Authorization Response</li></ul></li></ul>

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### Merchant Authorization Requirements

Merchant/ Transaction Type	Basis for Authorization	Other Requirements and Restrictions
Car Rental	<ul style="list-style-type: none"><li>• Cardholder's intended car rental period</li><li>• Rental rate</li><li>• Applicable tax</li><li>• Mileage rates</li></ul>	<ul style="list-style-type: none"><li>• An additional Authorization is not required if the Transaction amount is within the greater of the following:<ul style="list-style-type: none"><li>– The sum of the authorized amounts plus 15%<sup>3</sup></li><li>– The sum of the authorized amounts plus USD 75 (or local currency equivalent), if the Transaction does not involve a Member in the Visa Europe Territory<sup>3</sup></li></ul></li><li>• Must not include charges that cover potential vehicle damages or the insurance deductible amount</li><li>• Must record Authorizations for additional amounts authorized after the rental pick-up date and before the rental return date</li><li>• Must obtain a final or an additional Authorization if the actual Transaction amount exceeds the greater of the following:<ul style="list-style-type: none"><li>– Sum of the authorized amounts plus 15%</li><li>– Sum of the authorized amounts plus USD 75 (or local currency equivalent) (if the Transaction does not involve a Member in the Visa Europe Territory)</li></ul></li><li>• In the US Region, must disclose the authorized amount to the Cardholder on the rental date</li></ul>
Cruise Line	Cardholder's signed statement of intent to purchase goods or services aboard ship for a Cardholder-specified amount	<ul style="list-style-type: none"><li>• An additional Authorization is not required if the Transaction amount is within 15% of the sum of the authorized amounts.<sup>3</sup></li><li>• If obtained, must disclose to the Cardholder additional Authorizations processed at any time on or between the Cardholder's embarkation date and disembarkation date</li><li>• Must obtain final or additional Authorization if the actual Transaction amount exceeds the Floor Limit or is greater than 15% of the sum of authorized amounts</li></ul>

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Merchant/ Transaction Type	Basis for Authorization	Other Requirements and Restrictions
Hotel	<ul style="list-style-type: none"> <li>• Cardholder's intended length of stay at check-in time</li> <li>• Room rate</li> <li>• Applicable tax</li> <li>• Service charge rates</li> </ul>	<ul style="list-style-type: none"> <li>• An additional Authorization is not required if the Transaction amount is within 15% of the sum of the authorized amounts.<sup>3</sup></li> <li>• If obtained, must record Authorizations for additional amounts above any amount already authorized after the check-in date and before the check-out or date</li> <li>• Must obtain final or additional Authorization if the actual Transaction amount exceeds the Floor Limit or is greater than 15% of the sum of authorized amounts</li> <li>• In the US Region, for a Prestigious Property Merchant: <ul style="list-style-type: none"> <li>– The Merchant may submit a Status Check Authorization<sup>1</sup> if the Transaction amount is less than or equal to the Chargeback Protection Limit of USD 1500.</li> <li>– If the Transaction amount is greater than the Chargeback Protection Limit, the Transaction must be no more than 15% greater than the sum of the authorized amounts.</li> </ul> </li> <li>• In the US Region, for a non-Prestigious Property Transaction, the cleared Transaction amount must be within 15% of the total estimated amount authorized (the Acquirer may meet this requirement by submitting one full or partial Authorization Reversal).</li> </ul>
Mail/Phone Order Electronic Commerce	<ul style="list-style-type: none"> <li>• Shipping costs</li> <li>• Applicable taxes</li> </ul>	For goods that are shipped, an additional Authorization is not required if the Transaction amount is within 15% of the authorized amount. <sup>3</sup> This does not apply in the US Region if the Transaction is a Commercial Payables Transaction completed with a Visa Purchasing Card.

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#### Merchant Authorization Requirements

Merchant/ Transaction Type	Basis for Authorization	Other Requirements and Restrictions
Merchants classified with MCC: <ul style="list-style-type: none"> <li>• 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)</li> <li>• 4112 (Passenger Railways)</li> <li>• 4131 (Bus Lines)</li> </ul>	Minimum cost of a journey	<ul style="list-style-type: none"> <li>• Additional authorizations may be obtained:               <ul style="list-style-type: none"> <li>– At any time between the Cardholder's first journey and 7 days (in the US Region, 3 days) after the first journey</li> <li>– For any amount, as long as the total amount of the Authorizations does not exceed USD 25 (in the US Region, USD 15)(or local currency equivalent)</li> </ul> </li> <li>• Must obtain a final or an additional Authorization to cover the final or total Transaction amount</li> </ul>
Merchants classified with MCC: <ul style="list-style-type: none"> <li>• 4121 (Taxicabs and Limousines)</li> <li>• 5813 (Drinking Places [Bars and Taverns])</li> <li>• 7230 (Beauty and Barber Shops)</li> <li>• 7298 (Health and Beauty Spas)</li> </ul>		In the US Region, an additional Authorization is not required if the Transaction amount is within 20% of the authorized amount. <sup>3</sup>
Restaurants		An additional Authorization is not required if the Transaction amount is within 20% of the authorized amount.
<p><sup>1</sup> A Status Check Authorization must be used only by an Automated Fuel Dispenser Merchant and a US Prestigious Property Merchant.</p> <p><sup>2</sup> In the US Region, a different Transaction limit applies for Interchange Reimbursement Fee qualification purposes, as specified in Section 9.4.2.3, "CPS/Automated Fuel Dispenser Interchange Reimbursement Fee (IRF) Transaction Limit – US region."</p> <p><sup>3</sup> This does not apply in the US Region if the last Authorization obtained was a Partial Authorization.</p>		

ID# 150415-010410-0025596

### 5.8.3.2 Automated Fuel Dispenser Authorizations

A Merchant must obtain Online Authorization for an Automated Fuel Dispenser Transaction using one of the following:

- An Authorization for the full amount
- A Status Check Authorization
- Real-Time Clearing,<sup>1</sup> by sending both:
  - A preauthorization request for an estimated amount, not to exceed USD 500 (or local currency equivalent)
  - The actual Transaction amount (Completion Message) to the Issuer within X hours of the preauthorization request
- **Effective through 30 June 2015**  
For an Online Check Card Transaction, an Authorization for an amount based on the estimated Transaction amount, not to exceed USD 50

<sup>1</sup> This does not apply to Transactions involving a Member in the Visa Europe Territory.

ID# 150415-150210-0008542

### 5.8.4 Merchant Authorization Processing

#### 5.8.4.1 Mail/Phone Order and Electronic Commerce Expiration Date in Authorization

A Mail/Phone Order Merchant and an Electronic Commerce Merchant (for a Non-Secure Transaction and Non-Authenticated Security Transaction) must attempt to obtain a Visa Card expiration date and submit it as part of the Authorization Request.

ID# 151014-150210-0003129

#### 5.8.4.2 Prohibition against Split Transaction (Updated)

A Merchant must not split a transaction by using 2 or more Transaction Receipts, except for the following:

- Advance Deposit Transactions
- Delayed Delivery Transactions
- Individual Airline tickets

- **Effective 17 October 2014**  
Ancillary Purchase Transactions
- Individual Cruise Line tickets
- Installment Transactions
- A transaction in which part of the amount is paid with a Visa Card and the other part paid with another Visa Card or other form of payment
- In the US Region, both:
  - Individual passenger railway tickets
  - Government and Education Payment Program Transactions that include a Service Fee

ID# 150415-010410-0008603

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#### 5.8.4.3 Single Authorization Request For Multiple Clearing Transactions

A Merchant in a Card-Absent Environment may obtain a single Authorization and submit multiple Clearing Records only if all of the following:

- The purpose is to support a split shipment of goods.
- The total Transaction amount does not exceed the total amount of the Authorization by more than 15%.
- The Transaction Receipts associated with each shipment contain:
  - The same Account Number and expiration date
  - The same Merchant Outlet name
- The Merchant discloses to the Cardholder the possibility of multiple shipments on its website or in writing.
- With each shipment, the Merchant notifies the Cardholder of the Transaction amount of the shipment.
- The Transaction is not completed with a Visa Commercial Card enrolled in Authorization and Settlement Match.

ID# 151014-230513-0027756

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#### 5.8.4.4 Authorization Time Limit for In-Transit Transactions

An Authorization Request for an In-Transit Transaction may occur while in transit or at the final destination. The Merchant must obtain Authorization within 24 hours of the passenger vehicle reaching its final destination.



If Authorization data is stored for processing until arrival at the final destination, it must be encrypted and kept in a secure location with access limited to authorized personnel.

ID# 151014-120913-0002961

#### 5.8.4.5 Merchant Submission of Authorization Reversals

A Merchant must submit an Authorization Reversal:

- For the Authorization amount, if the Transaction is not completed
- For the difference between the final Transaction amount and the Authorization amount, if the final Transaction amount is less
- For a Transaction initiated in a Card-Present Environment, within 24 hours of the original Authorization
- For a Transaction initiated in a Card-Absent Environment, within either:
  - 72 hours of the original Authorization
  - 7 calendar days of the original Authorization Request if the final Transaction amount is less than the authorized amount
- For a Hotel, Car Rental Company, or Cruise Line Transaction, within 24 hours of the check-out, rental return, or disembarkation date
- For a Transaction involving an estimated or incremental Authorization at a transit Merchant (MCC 4111, 4112, or 4131), within 24 hours of the final Authorization

ID# 151014-010410-0025597

#### 5.8.4.6 Prohibition of Magnetic Stripe-Read Visa Debit Authorization Requests – Canada Region

A Visa Debit Acquirer in Canada must not process a Magnetic Stripe-read Authorization Request from a domestic Visa Debit Category Card.

ID# 151014-140612-0025968

#### 5.8.4.7 Card Verification Value 2 (CVV2) as an Imprint – US Region

In the US Region, for the Card Verification Value 2 (CVV2) to be an Imprint, a Transaction must meet all of the following conditions:

- The Transaction complies with all of the following:

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- Occurs in a Face-to-Face Environment
- Is key-entered
- Is not a Quasi-Cash Transaction, Cash-Back Transaction, or Manual Cash Disbursement
- The Merchant is neither:
  - Assigned MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
  - Able to read the Magnetic Stripe
- CVV2 is included in the Authorization Request
- Authorization was obtained

ID# 151014-151011-0026370

## 5.9 Specific Acceptance Environments and Procedures

### 5.9.1 Cash, Cash Equivalents, and Prepaid

#### 5.9.1.1 Manual Cash Disbursement Requirements (Updated)

If a Member makes Manual Cash Disbursements to other Issuers' Cardholders, it must do so in a uniform manner for all Visa products properly presented.

In the Canada Region and US Region, a Member authorized to make Cash Disbursements must make Manual Cash Disbursements to other Issuers' Visa Prepaid Cardholders at all of its Branches.

A Member may make Manual Cash Disbursements through the offices of its related companies only if all of the following:

- The companies are primarily engaged in providing financial services to the public.
- The Member or the Member's holding company wholly owns the company.
- Visa has given the Member prior approval.

ID# 150415-010410-0006851

#### 5.9.1.3 Manual Cash Disbursement – Acquirer Access Fee (Updated)

An Acquirer must not impose an Access Fee on a domestic Manual Cash Disbursement unless applicable laws or regulations expressly require that the Acquirer be permitted to assess an Access Fee.

This does not apply:

- In the AP Region, to Acquirers in Australia and Thailand
- In the Canada Region
- In the LAC Region, to Acquirers in Puerto Rico
- In the US Region

#### Effective 15 April 2015

If an Acquirer assesses an Access Fee on a Manual Cash Disbursement, it must do all of the following:

- Disclose to the Cardholder the Access Fee before it is assessed and provide the Cardholder the opportunity to cancel the Manual Cash Disbursement
- Assess the Access Fee as a fixed and flat fee
- Assess the same Access Fee on all Visa products, regardless of Issuer
- Not assess an Access Fee on a Manual Cash Disbursement conducted with a Card issued in the Visa Europe Territory (unless applicable laws and regulations expressly require that the Acquirer be permitted to assess an Access Fee)
- In the Canada Region and US Region, not assess an Access Fee on a Manual Cash Disbursement conducted with a domestic Visa Prepaid Card
- Include the Cash Disbursement and Access Fee amounts in the same Clearing Record and identify the Access Fee separately

ID# 150415-010410-0028922

#### 5.9.1.4 Hotel or Cruise Line Cash Disbursement

If a Hotel or Cruise Line makes a Cash Disbursement to a Cardholder, it must comply with all of the following:

- Ensure that the Cardholder indicates at registration the intent to pay for the Hotel's services with a Visa Card
- Not disburse more than USD 250 (or local currency equivalent) during the Cardholder's stay or voyage
- Not add any fees, excluding taxes or charges imposed by law, to the Transaction amount

ID# 151014-010410-0002801

#### 5.9.1.5 Cash-Back Requirements (Updated)

In addition to requirements in Table 5-13, "Country-Specific Cash-Back Requirements," a Cash-Back Transaction must comply with all of the following:

- Be authorized Online and completed as a domestic purchase Transaction in a Face-to-Face Environment
- Uniquely identify the Cash-Back portion of the Transaction amount
- Be processed in the Merchant's local currency
- Be conducted using the Cardholder signature, PIN, or Consumer Device Cardholder Verification Method

A Member must not process a credit refund or Credit Transaction Receipt for the Cash-Back component of a Transaction.

**Table 5-13: Country-Specific Cash-Back Requirements**

Country	Cash-Back without Purchase	Amount Limits	Allowed Product Types	Transaction Requirements	Other
Australia	Must be available	USD 998 (or local currency equivalent)	Only debit Chip Cards	<ul style="list-style-type: none"> <li>• Must contain a PIN<sup>1</sup></li> <li>• Must not be a Fallback Transaction</li> </ul>	Not applicable
India	Must be available	Cash-Back disbursements must not exceed the daily Cash-Back limit per Card specified by the Reserve Bank of India	Only products permitted by the Reserve Bank of India	Not applicable	Not applicable
South Africa	Allowed	Cash-Back Transaction amount must not exceed ZAR 1,500	Debit Card, Prepaid Card, or Credit	Must contain a PIN	Not applicable

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Country	Cash-Back without Purchase	Amount Limits	Allowed Product Types	Transaction Requirements	Other
US Region	Allowed <sup>2</sup>	USD 200	Visa debit product or a Visa Prepaid Card	Must contain a PIN	<ul style="list-style-type: none"> <li>Must participate in Partial Authorization</li> <li><b>Effective through 30 June 2015</b> A Check Card II Cash-Back Transaction must be processed via the Single Message System</li> </ul>
Other countries (only with Visa permission)	Not allowed	USD 200 (or local currency equivalent)	As agreed with Visa	Not applicable	Not applicable
<p><sup>1</sup> <b>Effective through 30 April 2019</b> Except Transactions authorized through Stand-In Processing</p> <p><sup>2</sup> Except as specified in Section 4.11.12.4, "Visa Prepaid Card Cash-Access Restrictions for Employee Benefit Programs – US Region"</p>					

ID# 150415-010410-0002971

#### 5.9.1.6 Processing of Quasi-Cash Transactions

For a Quasi-Cash Transaction, a Merchant must comply with all of the following:

- Not accept a Mobile Payment Device or a Visa Micro Tag for a Quasi-Cash Transaction
- Process a Quasi-Cash Transaction as a purchase and not as a Cash Disbursement<sup>1</sup>
- In the US Region or a US Territory, not add a service fee or commission to the Transaction if the Merchant assesses a US Credit Card Surcharge or Service Fee on the Transaction

<sup>1</sup> Except in South Africa

ID# 150415-010410-0002885

##### 5.9.1.7 Processing of the Sale of Travelers Cheques and Foreign Currency

A financial institution with authority to make Cash Disbursements that sells or disburses cheques or foreign currency may process the Transaction as either a:

- Quasi-Cash Transaction
- Cash Disbursement

A US Acquirer must not add to the Transaction amount any surcharge, commission, or fee.

ID# 151014-010410-0008694

##### 5.9.1.9 Wire Transfer Money Order Merchant Disclosures

A Wire Transfer money order Merchant that disburses checks or money orders must both:

- Advise the Cardholder that the Merchant accepting the Card is the wire transfer company, not the payee. The check or money order must be payable to the party cashing the check or money order.
- Disclose any fee to the Cardholder and include it on the Transaction Receipt

ID# 151014-010410-0002887

##### 5.9.1.10 Wire Transfer Money Order Requirements and Restrictions – US Region

In the US Region, unless a Cardholder authorizes a Wire Transfer Money Order Merchant to process a Wire Transfer Money Order electronically, a Wire Transfer Money Order must be a written negotiable instrument that complies with all of the following:

- Is signed by the maker or drawer
- Is payable on demand
- Is payable to order or to bearer
- Unless otherwise specified, contains all of the following:
  - Federal Reserve routing symbol
  - Suffix of the institutional identifier of the paying bank or nonbank payor
  - Name, city, and state of the paying bank associated with the routing number

The Wire Transfer Money Order Merchant must comply with all of the following:

- In advertising and marketing materials associated with a money order purchase, both:
  - Specify that the Transaction involves the purchase of a money order

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- Clearly identify the Wire Transfer Money Order Merchant as the Merchant completing the Transaction
- Not use the Visa-Owned Marks to imply that a Cardholder may use a Card to either:
  - Pay for goods or services at the Merchant Outlet
  - Satisfy an outstanding debt to the Merchant
- Disclose both of the following to the Cardholder in writing (or, for a telephone order, verbally):
  - The name of the Wire Transfer Money Order Merchant accepting the Card
  - That the Transaction is the purchase of a check or money order and that any subsequent Transaction with the third-party merchant is the same as a transaction made with cash
- Not include more than one Wire Transfer Money Order Transaction on a single check or money order
- Not complete a Wire Transfer Money Order Transaction if the funds are obtained to purchase goods or services at a third-party merchant outlet under the terms of the agreement between the Wire Transfer Money Order Merchant and third-party merchant. This does not apply to agreements involving any of the following:
  - Casino or other gambling establishment
  - Check-cashing outlet
  - Truck stop offering cash access services

ID# 151014-090709-0008440

#### 5.9.1.11 Point-of-Sale Balance Inquiry and Point-of-Sale Balance Return Service – Acquirer Participation Requirements

An Acquirer that participates in the Point-of-Sale Balance Inquiry and/or a Point-of-Sale Balance Return Service must complete systems testing with Visa.

A US Acquirer must participate in the Point-of-Sale Balance Inquiry and/or Point-of-Sale Balance Return Service.

ID# 151014-080514-0025546

##### 5.9.1.14 Visa Prepaid Card Compromise

A Merchant that sells Visa Prepaid Cards must not sell a Visa Prepaid Card if there is evidence of potential Card compromise, such as tampered packaging. The Merchant must retain the Card and follow recovered Card requirements.

ID# 151014-010111-0025787

##### 5.9.2 Chip

###### 5.9.2.1 Chip Transaction Acquirer Data Requirements

An Acquirer that processes a Chip-initiated Transaction must support Full-Chip Data processing via its host system<sup>1</sup> and process VIS and Common Core Definitions Chip Cards, or disable Chip functionality in all Chip-Reading Devices connected to its host system.

<sup>1</sup> In Australia and New Zealand, an Acquirer must certify its host system's support of Full-Chip Data.

ID# 150415-150210-0004842

###### 5.9.2.2 Acquirer Liability for Fallback Transactions

Transactions accepted as Fallback Transactions are the liability of the Acquirer if all of the following apply:

- The Card is a Chip Card containing a Visa and Visa Electron Smart Payment Application or an EMV and VIS-Compliant Plus application.
- Either:
  - Transaction is not authorized by the Issuer or the Issuer's agent
  - Transaction is authorized by the Issuer or the Issuer's agent, and the appropriate values identifying the Transaction as a Fallback Transaction are not included within the related Authorization Message
- The Account Number was resident on the Exception File with a Negative Response on the Processing Date of the Chargeback and was on the Exception File for a total period of at least 60 calendar days from the date of listing.

ID# 151014-010410-0001839



##### 5.9.2.3 Global Chip Fallback Monitoring Program Criteria

An Acquirer that meets or exceeds all of the monthly performance activity levels for international Chip-initiated Transactions will be placed in the Global Chip Fallback Monitoring Program.

Visa may both:

- Modify or create new monthly performance levels
- Apply the program to Domestic Transactions

ID# 151014-011009-0008404

##### 5.9.2.4 EMV Liability Shift – Acquirer Liability for Account Generated Counterfeit Fraud

An Acquirer is liable for counterfeit Transactions completed in a Card-Present Environment if all of the following:

- The Transaction did not take place at a Chip-Reading Device.
- The Account Number was not resident on the Issuer's Master File on the Transaction Date.
- All valid Cards bearing Account Numbers within the same account range as the Counterfeit Card are Chip Cards containing a Visa or Visa Electron Smart Payment Application.
- The Transaction was below Merchant's Floor Limit and did not receive Authorization.
- **Effective for Chargebacks processed through 17 April 2015**  
The Account Number was resident on the Exception File with a Pickup Response on the Processing Date of the Compliance filing and was on the Exception File for a total period of at least 60 calendar days from the date of listing.
- **Effective for Chargebacks processed on or after 18 April 2015**  
The Account Number was resident on the Exception File with a Pickup Response on the Processing Date of the Compliance filing and was on the Exception File for a total period of at least 30 calendar days from the date of listing.

ID# 150415-010410-0001819

##### 5.9.2.5 EMV Liability Shift – Acquirer Liability for Card-Present Counterfeit Chip Card Transactions (Updated)

Counterfeit Card Transactions completed in a Card-Present Environment are the liability of the Acquirer if both:

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- The Card is a Chip Card containing a Visa or Visa Electron Smart Payment Application or an EMV and VIS-Compliant Plus application.
- Either:
  - The Transaction does not take place at a Chip-Reading Device and is not a Fallback Transaction completed following correct acceptance procedures.
  - The Transaction is Chip-initiated and the Acquirer does not transmit the Full-Chip Data to Visa.

The requirements in this section apply to qualifying Transactions, as specified in Section 1.11.1.3, "EMV Liability Shift Participation."

This section does not apply if the Authorization record indicates that CVV verification was not performed or that the CVV failed verification.

ID# 150415-010410-0001837

#### 5.9.2.6 EMV Liability Shift – Acquirer Liability for Non-Counterfeit Card-Present Fraudulent Transactions (Updated)

Non-Counterfeit Card fraudulent Transactions completed in a Card-Present Environment are the liability of the Acquirer if either:

- For a Chip-initiated Transaction without Online PIN, the Acquirer does not transmit the Full-Chip Data to Visa.
- All of the following:
  - The Transaction takes place at a Point-of-Transaction Terminal that is not EMV PIN-Compliant.
  - The Card is a PIN-Preferring Chip Card.
  - PIN Verification was not performed.

This section applies to qualifying Transactions, as specified in Section 1.11.1.3, "EMV Liability Shift Participation."

ID# 150415-010410-0001838

#### 5.9.2.7 Acquirer Requirements for PIN Acceptance and Processing in India – AP Region

In the AP Region, an India Acquirer must comply with all of the following:

- Certify with Visa that its host system supports Chip data and the acceptance of EMV Chip Cards
- Only use or support an EMV-Compliant Acceptance Device with the chip functionality activated

- Deploy and activate PIN pads

ID# 151014-011013-0027956

### 5.9.2.8 Acquirer Liability for Chip Transactions in Card-Present Environment – Canada Region

A Canada Acquirer will be liable for a Transaction in a Card-Present Environment, whether or not the Transaction is Chip-initiated, when all of the following are true:

- Transaction does not take place at a Compliant Chip Card Reading Device with a Compliant PIN Entry Device (PED)
- Card is a Compliant Chip Card
- Transaction is reported as a fraudulent Transaction using one of the following fraud type codes:
  - 0 (lost)
  - 1 (stolen)
  - 2 (Card not received as issued [NRI])
  - 4 (Issuer-reported counterfeit)
- Account Number is listed on the Card Recovery Bulletin with an Exception File Pick-up of 04, 07, 41, or 43 on the Processing Date of the Chargeback, and is on the Exception File for a total period of at least 60 calendar days from the date of listing

ID# 151014-011010-0004884

### 5.9.2.9 Chip Transaction Processing Requirements – US Region

In the US Region, a transaction initiated with a Visa-owned Application Identifier must be processed as a Visa or Visa Electron Transaction or an Interlink or a Plus transaction, as applicable.

This does not apply to transactions from US Covered Visa Debit Cards initiated with the Visa US Common Debit Application Identifier.

ID# 151014-250413-0027580

### 5.9.3 Electronic Commerce

#### 5.9.3.1 Merchant Website Requirements

An Electronic Commerce Merchant Website must contain all of the following:

- Customer service contact, including email address or telephone number
- The address, including the country, of the Merchant's or Sponsored Merchant's Permanent Establishment,<sup>1</sup> either:
  - On the same screen view as the checkout screen used to present the final Transaction amount
  - Within the sequence of web pages the Cardholder accesses during the checkout process
- Policy for delivery of multiple shipments
- Security capabilities and policy for transmission of payment card details
- In addition, on an Online Gambling Merchant's homepage or payment page, all of the following:
  - The statement "Internet gambling may be illegal in the jurisdiction in which you are located; if so, you are not authorized to use your payment card to complete this transaction."
  - A statement of the Cardholder's responsibility to know the laws concerning online gambling in the Cardholder's country
  - A statement prohibiting the participation of minors
  - A complete description of the rules of play, cancellation policies, and pay-out policies
  - A statement recommending that the Cardholder retain a copy of Transaction records and Merchant policies and rules
  - An Acquirer numeric identifier specified by Visa

<sup>1</sup> A Merchant or Sponsored Merchant that primarily operates from a personal residence must include the city, state/province, and country of its Permanent Establishment, but is not required to provide the residence address.

ID# 151014-150210-0008635

#### 5.9.3.2 Electronic Commerce Account Number Security

An Electronic Commerce Merchant must not display the full Account Number to the Cardholder online.

ID# 151014-010410-0003627

#### 5.9.3.3 Acquirer Support of Verified by Visa (Updated)

An Acquirer must comply with all of the following:

- Notify its Electronic Commerce Merchant of the availability of Verified by Visa
- Provide Verified by Visa to its Electronic Commerce Merchant as requested
- And, as applicable:

**Table 5-14: Acquirer Support of Verified by Visa by Region/Country – Requirements**

Region/ Country	Requirement
Australia	<p>Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Verified by Visa or an equivalent Visa-approved authentication method if the Merchant exceeds one of the following fraud thresholds in any quarter:</p> <ul style="list-style-type: none"> <li>• The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 25,000 and exceeds 0.25% of the Merchant's overall Visa Electronic Commerce Transaction volume.</li> <li>• The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 250,000 and exceeds 0.025% of the Merchant's overall Visa Electronic Commerce Transaction volume.</li> </ul> <p>If the Merchant exceeds the Merchant fraud threshold, it must implement Verified by Visa within 120 days of discovery.</p>

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Region/ Country	Requirement
New Zealand	<p>Ensure that its Electronic Commerce Merchant processes an Electronic Commerce Transaction using Verified by Visa or an equivalent Visa-approved authentication method, if either of the following:</p> <ul style="list-style-type: none"><li>• The Merchant exceeds USD 10,000 in Visa Transaction volume in any quarter and is assigned one of the following MCCs:<ul style="list-style-type: none"><li>– MCC 4814 (Telecommunication Services, including Local and Long Distance Calls, Credit Card Calls, Calls through Use of Magnetic Stripe Reading Telephones, and Fax Services)</li><li>– MCC 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets)</li><li>– MCC 5732 (Electronics Stores)</li><li>– MCC 5734 (Computer Software Stores)</li><li>– MCC 5941 (Sporting Goods Stores)</li><li>– MCC 5944 (Jewelry Stores, Watches, Clocks, and Silverware Stores)</li><li>– MCC 5947 (Gift, Card, Novelty and Souvenir Shops)</li><li>– MCC 6300 (Insurance Sales, Underwriting, and Premiums)</li><li>– MCC 7399 (Business Service [Not Elsewhere Classified])</li><li>– MCC 9399 (Government Services [Not Elsewhere Classified])</li></ul></li><li>• The Merchant exceeds one of the following fraud thresholds in any quarter:<ul style="list-style-type: none"><li>– The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 25,000 and exceeds 0.25% of the Merchant's overall Visa Electronic Commerce Transaction volume.</li><li>– The Merchant's fraudulent Visa Electronic Commerce Transaction volume exceeds USD 250,000 and exceeds 0.025% of the Merchant's overall Visa electronic commerce Transaction volume.</li></ul></li></ul> <p>If the Merchant exceeds the Merchant fraud threshold, it must implement Verified by Visa within 120 days of discovery.</p>
India	<ul style="list-style-type: none"><li>• Ensure that its electronic commerce Merchant processes Electronic Commerce Transactions using Verified by Visa</li><li>• Not process a domestic Electronic Commerce Transaction unless the Cardholder has been successfully authenticated using Verified by Visa</li></ul>
CEMEA Region	Process Electronic Commerce Transactions using Verified by Visa
Nigeria	Not process a domestic Electronic Commerce Transaction unless the Cardholder has been successfully authenticated using Verified by Visa

ID# 150415-010410-0004619

#### 5.9.3.5 Verified by Visa Chargeback Protection Limitations – US Region

A US Acquirer must notify its Verified by Visa Merchant that its Electronic Commerce Transactions are not eligible for Chargeback protection from Chargeback reason codes 75 (Transaction Not Recognized) and 83 (Fraud-Card-Absent Environment) if either:

- The Merchant is classified with one of the following MCCs:
  - MCC 4829 (Wire Transfer Money Orders)
  - MCC 5967 (Direct Marketing – Inbound Teleservices Merchant)
  - MCC 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Travelers' Cheques)
  - MCC 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
- The Merchant has been identified in the Merchant Chargeback Monitoring Program or Risk Identification Service Online. The Acquirer must notify the Merchant that it remains ineligible while it is in either program, and for an additional 4 months after exiting the program. This condition also applies if the Merchant enabled Verified by Visa while identified in either program.

ID# 151014-010410-0004608

#### 5.9.3.6 Online Gambling Merchant Requirements

An Online Gambling Merchant must both:

- Have a valid license or other appropriate authority to operate its website
- Identify an Online Gambling Transaction with both:
  - MCC 7995 (Betting), even when gambling services are not the Merchant's primary business
  - The Quasi-Cash/Online Gambling Transaction indicator

If a Member, Merchant, Payment Facilitator, or Sponsored Merchant is unable to distinguish an Online Gambling Transaction from other Transactions, it must both:

- Identify all Transactions as Online Gambling Transactions
- Inform the Cardholder that Transactions may be identified on the billing statement as gambling Transactions

ID# 151014-010410-0002474

##### 5.9.3.7 Use of Funds Transfer for Online Gambling

If a funds transfer to an individual is to be used for an Online Gambling Transaction, an Acquirer must identify the funds transfer Transaction as an Online Gambling Transaction.

The Acquirer must have processes to identify and eliminate abuse by an individual, funds transfer Merchant, or Online Gambling Merchant that attempts to circumvent proper Transaction identification.

If Visa determines that an individual is facilitating Online Gambling Transactions through funds transfers, Visa may impose these requirements on the funds transfer Merchant for any future funds transfers to that individual.

ID# 151014-010410-0002955

##### 5.9.3.8 Disbursement of Gambling Winnings to a Cardholder

A gambling Merchant must not deposit a credit Transaction to disburse gambling winnings to a Cardholder except for an Original Credit Transaction.

If a gambling Merchant uses an Original Credit Transaction to disburse gambling winnings to a Cardholder, it must ensure that both the:

- Original Credit Transaction is processed to the same Account Number that was used to place the winning wager
- Transaction representing the winning wager was lawfully made, properly identified, and processed according to the Visa Rules

ID# 151014-010410-0002958

#### 5.9.4 Mail/Phone Order Transactions

##### 5.9.4.1 Disclosure of Mail/Phone Order Merchant Outlet Country

A Mail/Phone Order Merchant must disclose the Merchant Outlet country when presenting payment options to a Cardholder.

ID# 151014-010410-0002902

##### 5.9.4.2 Mail/Phone Order Merchant Acceptance Requirements – US Region

A US Mail/Phone Order Merchant must both:



- During the payment process, advise the Cardholder that it accepts all Visa Cards for payment or that it accepts Cards that are in the Limited Acceptance category it has selected
- Display, in its catalog or other selling material, either the:
  - Visa Brand Mark in full color, if it accepts all Visa Cards for payment
  - Visa-approved signage representing the Limited Acceptance category it has selected

ID# 151014-010410-0002340

## 5.9.5 Aggregated Transactions

### 5.9.5.1 Aggregated Transaction Merchant Requirements (Updated)

Only the following Merchants may process an Aggregated Transaction:

- Electronic Commerce Merchants
- Merchants assigned one of the following MCCs:
  - 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries)
  - 4112 (Passenger Railways)
  - 4131 (Bus Lines)

An Aggregated Transaction must comply with all of the following:

- Consist only of purchases made from a single Merchant with a single trading name
- Consist only of purchases made using the same Account Number
- Not include purchases made more than 7 calendar days apart or, in the US Region, more than 3 calendar days apart
- Not exceed USD 25 (or local currency equivalent) or, in the US Region, USD 15

For an Aggregated Transaction, a Merchant must do all of the following:

- Before a Cardholder's first purchase, inform the Cardholder of all of the following:
  - That Transaction aggregation may occur
  - The Transaction aggregation terms, including the maximum number of calendar days and Transaction value
  - In the US Region, for an electronic commerce Transaction, that the Issuer may hold available funds of up to USD 15 for 3 calendar days
  - How to obtain details of the aggregated purchases

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- Make individual purchase information and Aggregated Transaction information available to a Cardholder for at least 120 days after the processing date of the Aggregated Transaction
- In the US Region, both:
  - Be able to process a Partial Authorization
  - For an electronic commerce Transaction, obtain an Authorization of no more than USD 15 at the start of each aggregation session

ID# 150415-010410-0002906

### 5.9.6 T&E

#### 5.9.6.1 International Airline Program Participation Requirements

Before entering into a Merchant Agreement with an International Airline, an Acquirer must both:

- Meet Visa capitalization and reserve requirements
- Obtain approval of its business plan from Visa

An Acquirer must notify Visa if it acquires an International Airline Merchant Outlet that is in a country not specified in the business plan.

ID# 151014-010410-0006089

#### 5.9.6.2 Merchant Requirements for T&E Transactions

A T&E Merchant must do all of the following:

- Provide to a Cardholder the terms of service (for example: embarkation date, rate, Merchant name and location)
- Provide a confirmation code to a Cardholder and disclose its cancellation policy at the time a reservation is made
- If participating in the Priority Check-out Service, hold a valid Priority Check-out Service contract with an Acquirer and accept all Cards when a Cardholder requests the Priority Check-out Service
- If participating in the Advance Deposit Service, hold a valid Advance Deposit Service contract with an Acquirer and advise the Cardholder that it will hold the accommodations according to the reservation and provide written confirmation of any reservation change, if requested
- Comply with Table 5-15, "T&E Transactions – Merchant Requirements"

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**Table 5-15: T&E Transactions – Merchant Requirements**

	Advance Deposit Transaction	Hotel Transaction	Peak Time Reservation – US Region	Specialized Vehicle Reservation – US Region
Applies to:	<ul style="list-style-type: none"> <li>Hotel</li> <li>Cruise Line</li> <li>In the US Region, Car Rental Company</li> </ul>	Hotel	Car Rental Company	
Card and Cardholder Information	<p>A Merchant must obtain all of the following:</p> <ul style="list-style-type: none"> <li>Cardholder name</li> <li>Account Number</li> <li>Card expiration date</li> <li>Telephone number</li> <li>Mailing address</li> <li>For a Hotel, scheduled date of arrival and intended length of stay</li> <li>For a Cruise Line, scheduled date of embarkation and intended length of voyage</li> </ul>	<p>A Hotel must obtain all of the following for each reservation:</p> <ul style="list-style-type: none"> <li>Cardholder name</li> <li>Account Number</li> <li>Card expiration date</li> </ul>		
Deposit Amount	<p>The Transaction amount must not exceed:</p> <ul style="list-style-type: none"> <li>The cost of the intended rental period or length of stay, which must not be more than 14 days</li> <li>For a Cruise Line Transaction, the cost of the cruise</li> </ul> <p>The deposit amount must be applied to the total obligation.</p>			

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	Advance Deposit Transaction	Hotel Transaction	Peak Time Reservation – US Region	Specialized Vehicle Reservation – US Region
Cancellation Period	A Merchant must allow the Cardholder to cancel a reservation without penalty before the deadline specified by the Merchant.	<p>A Hotel must allow the Cardholder to cancel a reservation without penalty no later than either:</p> <ul style="list-style-type: none"> <li>• 72 hours before the scheduled arrival date</li> <li>• If the reservation was made within 72 hours of the scheduled arrival date, 6 p.m. local time<sup>1</sup> on the arrival date or guaranteed date</li> </ul>	<p>A Car Rental Company must allow the Cardholder to cancel a reservation without penalty no later than either:</p> <ul style="list-style-type: none"> <li>• 8 hours before the scheduled rental time</li> <li>• One hour before the scheduled rental time if the Cardholder's flight was cancelled or the airport is closed</li> </ul>	<p>A Car Rental Company must allow the Cardholder to cancel a reservation without penalty no later than either:</p> <ul style="list-style-type: none"> <li>• 72 hours before the scheduled rental time</li> <li>• 12 hours before the scheduled rental time if the reservation was made within 72 hours of the rental time</li> </ul>
Cancellation Code	If the Cardholder cancels a reservation, the Merchant must provide a cancellation code to the Cardholder. <sup>2</sup>			
Holding the Reservation	If a Cardholder has not claimed or cancelled the accommodations by the specified time, a Hotel or its booking agent must hold the reserved rooms until check-out time the following day.		A Car Rental Company must hold the reservation if the Cardholder has not claimed or properly canceled the reservation by the specified time.	

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	Advance Deposit Transaction	Hotel Transaction	Peak Time Reservation – US Region	Specialized Vehicle Reservation – US Region
Cardholder Responsibility if Reservation not Properly Cancelled	<p>A Merchant may only retain the Transaction amount or the amount specified in the Merchant's policy, if the Cardholder has not:</p> <ul style="list-style-type: none"> <li>• Properly cancelled the reservation</li> <li>• For a car rental Transaction, rented the vehicle by the end of the last day of the agreed rental period</li> <li>• For a Hotel Transaction, registered by check-out time on the day following the last night of the reservation</li> <li>• For a Cruise Line Transaction, checked in by the embarkation time</li> </ul>	<p>A Hotel or its booking agent may submit a No-Show Transaction only if the Cardholder has not both:</p> <ul style="list-style-type: none"> <li>• Registered by check-out time on the day following the scheduled arrival date</li> <li>• Properly cancelled the reservation</li> </ul>	<p>A Car Rental Company must not submit a No-Show Transaction if the Cardholder has either:</p> <ul style="list-style-type: none"> <li>• Rented the vehicle by the end of the guarantee period</li> <li>• Properly cancelled the reservation</li> </ul>	
Maximum No-Show Transaction Amount	A Merchant must not submit a No-Show Transaction.	One night's lodging plus applicable taxes <sup>3</sup>	One day's rental plus applicable taxes	2 days' rental plus applicable taxes

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	Advance Deposit Transaction	Hotel Transaction	Peak Time Reservation – US Region	Specialized Vehicle Reservation – US Region
Providing a Comparable Substitute	<p>A Car Rental Company or Hotel that cannot honor a reservation must both:</p> <ul style="list-style-type: none"> <li>• Refund the Transaction amount</li> <li>• Provide, at no charge to the Cardholder: <ul style="list-style-type: none"> <li>– A comparable vehicle or comparable accommodations for the number of days specified in the reservation, not to exceed 14 days, or until the reserved vehicle or accommodations become available.</li> <li>– For a Hotel Transaction: <ul style="list-style-type: none"> <li>▪ Transportation to and from the alternate establishment (daily, if requested)</li> <li>▪ 2 3-minute telephone calls and message forwarding to the alternate establishment</li> </ul> </li> </ul> </li> </ul>	<p>If the reserved accommodations are unavailable, the Hotel must provide both of the following at no charge to the Cardholder:</p> <ul style="list-style-type: none"> <li>• Comparable accommodations for one night at another establishment</li> <li>• Transportation to the alternate establishment</li> <li>• If requested, a 3-minute telephone call and message forwarding to the alternate establishment</li> </ul>	<p>If a reserved vehicle is unavailable, a Car Rental Company must provide the Cardholder with a comparable vehicle no later than one hour after the scheduled rental time.</p> <p>If a comparable vehicle cannot be provided within one hour, the Car Rental Company must provide all of the following services at no charge to the Cardholder:</p> <ul style="list-style-type: none"> <li>• Transportation to the Cardholder's destination</li> <li>• Delivery of a comparable vehicle to the Cardholder's destination within 8 hours of the scheduled rental time</li> <li>• One day's car rental</li> </ul>	<p>If a reserved Specialized Vehicle is unavailable, a Car Rental Company must provide both of the following services at no charge to the Cardholder:</p> <ul style="list-style-type: none"> <li>• A comparable vehicle at another car rental establishment for the reservation period</li> <li>• Transportation to the alternate car rental establishment</li> </ul>

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	Advance Deposit Transaction	Hotel Transaction	Peak Time Reservation – US Region	Specialized Vehicle Reservation – US Region
Providing a Comparable Substitute (cont.)	<p>A Cruise Line that cannot honor a reservation must offer the following at no additional cost to the Cardholder:</p> <ul style="list-style-type: none"> <li>• A comparable cruise of similar itinerary and embarkation date</li> <li>• An additional night's accommodation or airfare to a different port city</li> </ul> <p>If the Cardholder declines the alternate accommodations, the Merchant must refund the Transaction amount and provide all of the following at no charge to the Cardholder:</p> <ul style="list-style-type: none"> <li>• One night's Hotel accommodation, if the Cardholder requests it</li> <li>• Transportation to the Hotel and airport</li> <li>• Airline transportation to the airport nearest the Cardholder's residence</li> <li>• Reasonable out-of-pocket expenses incurred by the Cardholder</li> </ul>			

<sup>1</sup> If the Hotel requires that a Cardholder cancel before 6 p.m., the Hotel must send to the Cardholder the cancellation policy, including the date and time that cancellation privileges expire.

<sup>2</sup> If requested by the Cardholder, a Hotel must also send a confirmation of cancellation, including all of the following:

- Cardholder name, Account Number, and Card expiration date
- Other cancellation details

<sup>3</sup> The Merchant must send the Transaction Receipt to the Cardholder.

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#### 5.9.6.3 Conditions for Assessing Delayed or Amended Charges

A Merchant may assess a delayed or amended charge, as follows:

**Table 5-16: Conditions for Delayed or Amended Charges**

	Transactions involving a Member in the Visa Europe Territory	Transactions not involving a Member in the Visa Europe Territory
Eligible Merchant Types	<ul style="list-style-type: none"> <li>• Car Rental Company</li> <li>• Cruise Line</li> <li>• Hotel</li> </ul>	
Cardholder consent required	Yes	Not applicable
Time limit for deposit of delayed or amended charge	90 calendar days	
Delayed or amended charge may include:	One or more of the following: <ul style="list-style-type: none"> <li>• Room</li> <li>• Food or beverage charges</li> <li>• Taxes</li> <li>• Fuel</li> <li>• Insurance</li> <li>• Rental fees</li> <li>• Damage to rental vehicles</li> <li>• Parking tickets and other traffic violations</li> <li>• Goods and services purchased aboard a Cruise Line</li> </ul>	One or more of the following: <ul style="list-style-type: none"> <li>• Room</li> <li>• Food or beverage charges</li> <li>• Taxes</li> <li>• Mileage charges</li> <li>• Fuel</li> <li>• Insurance</li> <li>• Rental fees</li> <li>• Parking tickets and other traffic violations</li> </ul> A Merchant must not charge a delayed or amended charge for loss, theft, or damage.
Conditions for charges for parking ticket or traffic violation	Both: <ul style="list-style-type: none"> <li>• The incident must have occurred while the Cardholder was in possession of the vehicle.</li> <li>• The Merchant must support the charge with documentation from the appropriate civil authority, including the license number of the rental vehicle, date, time, and location of the violation, statute violated, and amount of the penalty in local currency.</li> </ul>	



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	Transactions involving a Member in the Visa Europe Territory	Transactions not involving a Member in the Visa Europe Territory
Signature on file	The Merchant may deposit the Transaction without a Cardholder signature only if the Merchant has the Cardholder signature on file and sends a copy to the Cardholder using a method agreed with the Cardholder.	

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#### 5.9.6.4 Delayed or Amended Charges – Car Rental Company Documentation Requirements

The following provisions apply to Transactions involving a Member in the Visa Europe Territory.

A Car Rental Company must do all of the following:

- Advise a Cardholder at the time of the reservation that a confirmation receipt confirming the mutually agreed condition of the returned vehicle will be available upon return of the rented vehicle. If the Cardholder returns the vehicle using an express drop-off facility, the Car Rental Company must send the written confirmation receipt to the Cardholder within 5 business days of the return date of the rented vehicle.
- Provide the Cardholder written confirmation of the Cardholder's decision whether to request a confirmation receipt as part of the reservation confirmation
- Upon return of the rented vehicle, provide the Cardholder with written confirmation of any visible damage to the vehicle. If there is no visible damage, this must be clearly stated on the written confirmation and the Car Rental Company must not process a Transaction for any visible damage.
- Advise the Cardholder to retain the confirmation receipt in case of a dispute

When a Car Rental Company initiates a delayed or amended charge Transaction for charges relating to damage to a rented vehicle, the Merchant must provide to the Acquirer all of the following:

- A copy of the rental agreement
- An estimate of the cost of the damage from an organization that can legally provide repairs
- The relevant civil authority's accident report (if applicable)
- Documentation showing that the Cardholder had given consent that a delayed or amended charge Transaction may be processed using that Cardholder's Card to cover damages to a rental vehicle. Such consent must be evidenced by the Cardholder's signature on either the:
  - Same page as, and close to, the description of the charges that may be covered by the delayed or amended charge Transaction

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- Agreement, and the Cardholder's initials on each page of the agreement if the Cardholder's signature is not on the same page as the description of the charges that may be covered by the delayed or amended charge Transaction
- Any other documentation demonstrating the Cardholder's liability for the damage
- A copy of the insurance policy of the Car Rental Company, if the Car Rental Company requires that the Cardholder pay an insurance deductible for damages
- A copy of the car rental agreement showing that the Cardholder consents to be responsible for the insurance deductible
- Documentation showing the Cardholder's consent to pay for damages with a Visa Card

Before processing a delayed or amended charge Transaction relating to damages, the Car Rental Company must both:

- Provide written confirmation, within 10 business days of the return date of the rented vehicle, containing the:
  - Details of the damage
  - Cost of the damage
  - Currency in which the cost of the damage will be charged to the Cardholder
- Wait 10 business days for the Cardholder to provide, at no cost to the Car Rental Company, written confirmation of an alternative estimate for the cost of the damage

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### 5.9.7 Dynamic Currency Conversion

#### 5.9.7.1 Dynamic Currency Conversion (DCC) – Acquirer Requirements

Before processing a Dynamic Currency Conversion Transaction, an Acquirer must both:

- Comply with the Dynamic Currency Conversion registration and certification requirements specified in the *International Transactions Guide*
- Ensure that each Merchant Outlet conducting Dynamic Currency Conversion complies with the Visa Rules and *International Transactions Guide*

ID# 151014-010510-0025740

### 5.9.7.3 Dynamic Currency Conversion (DCC) – Cardholder Billing Currency

An Acquirer must ensure that if its Merchant offers Dynamic Currency Conversion, it is offered in the Cardholder Billing Currency.

ID# 151014-191013-0027689

### 5.9.7.4 Dynamic Currency Conversion (DCC) – Merchant Requirements

A Merchant offering Dynamic Currency Conversion must comply with all of the following:

- Be registered with Visa and use a solution that has been certified by Visa as compliant with the Visa Rules, as specified in the *International Transactions Guide*
- Inform the Cardholder that Dynamic Currency Conversion is optional
- Offer Dynamic Currency Conversion in the Cardholder Billing Currency
- Not impose any additional requirements on the Cardholder to have the Transaction processed in the local currency
- Not use any language or procedures that may cause the Cardholder to choose Dynamic Currency Conversion by default
- Not misrepresent, either explicitly or implicitly, that its Dynamic Currency Conversion service is a Visa service
- Not convert a Transaction amount in the local currency that has been approved by the Cardholder into an amount in the Cardholder's billing currency after the Transaction has been completed but not yet entered into Interchange
- Ensure that the Cardholder expressly agrees to a Dynamic Currency Conversion Transaction, as specified in Section 5.10.3.3, "Required Transaction Receipt Content for Specific Transaction Types"
- In the US Region or a US Territory, include the US Credit Card Surcharge amount, if assessed, in the conversion
- In Australia, include any Surcharge amount, if assessed, in the conversion

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### 5.9.7.5 Dynamic Currency Conversion (DCC) – Priority Check-Out and Express Return Requirements

Before initiating Dynamic Currency Conversion for a Priority Check-out Transaction or an express-return Car Rental Company Transaction, a Merchant must complete a written agreement with the Cardholder that specifies all of the following:

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- That the Cardholder has agreed that Dynamic Currency Conversion will take place
- That the Cardholder has been offered a choice of currencies for payment, including the Merchant's local currency
- The specific Transaction Currency agreed by the Cardholder and Merchant
- That the Cardholder expressly agrees to DCC by marking an "accept" box on the written agreement
- Any currency conversion commission, fees, or mark-up on the exchange rate over a wholesale rate or government-mandated rate
- That the exchange rate will be determined by the Merchant at a later time, without additional consultation with the Cardholder
- That Dynamic Currency Conversion is conducted by the Merchant

The Merchant must disclose to the Cardholder all of the Transaction Receipt requirements specified in Section 5.10.3.3, "Required Transaction Receipt Content for Specific Transaction Types."

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#### 5.9.7.7 Multi-Currency Priced Transaction Requirements

In a Multi-Currency Priced Transaction, the displayed price and currency selected by the Cardholder must be the same price and currency charged to the Cardholder, printed on the Transaction Receipt, and entered into Interchange by the Acquirer, as specified in the *International Transactions Guide*.

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#### 5.9.8 Prepayments, Repeated Payments, and Deferred Payments

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##### 5.9.8.1 Advance Payment Procedures – US Region

A US Merchant participating in the Advance Payment Service must inform the Cardholder of all of the following:

- Total price of the services or activity
- Advance payment amount
- Advance payment confirmation code
- Cancellation terms, which must be provided in writing if payment is made more than 72 hours in advance

If a Cardholder cancels an Advance Payment Service Transaction in accordance with the Merchant's cancellation policy, the Merchant must provide both of the following to the Cardholder:

- A cancellation code
- A Credit Transaction Receipt within 3 business days of the Credit Transaction Date

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#### 5.9.8.2 Recurring Transaction Merchant Requirements (Updated)

For a Recurring Transaction, a Merchant must do all of the following:

- Obtain the Cardholder's legally recognized consent to periodically charge for recurring goods or services. This permission must include at least all of the following:
  - The Transaction amount, unless the Recurring Transactions are for varying amounts
  - The frequency of the recurring charges
  - The duration for which Cardholder permission is granted
  - Where surcharging is permitted, acknowledgement of any surcharge assessed and the associated disclosures
- Retain the Cardholder's permission for the duration of the recurring services and provide it upon Issuer request
- Provide an online cancellation procedure if the Cardholder's request for goods or services was initially accepted online
- Not include partial payment for goods or services purchased in a single Transaction
- Not include additional finance charges on a Recurring Transaction
- Obtain an Authorization for each Transaction in the series
- Not complete a Recurring Transaction beyond the duration expressly authorized by the Cardholder or if it receives either a Decline Response or a cancellation notice from the Cardholder
- **Effective 28 February 2015**  
Not resubmit a Preauthorized Transaction for Authorization more than 4 times within 16 calendar days from the date of the original Decline Response, only if the Decline Response is one of the following Response Codes:
  - 05 (Authorization declined)
  - 51 (Insufficient funds)
  - 61 (Exceeds approval amount limit)
  - 65 (Exceeds withdrawal frequency limit)

- **Effective 28 February 2015**

Not resubmit a Transaction for Authorization if the Transaction receives a Pickup Response, or a Decline Response of Response Code 54 (Expired Card), Response Code 14 (Invalid Account Number [no such number]), or Response Code 57 (Transaction not permitted).

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#### 5.9.8.3 Installment Transaction Merchant Requirements

For an Installment Transaction, a Merchant must do all of the following:

- Disclose to the Cardholder the terms of the Installment Transaction, including all of the following:
  - All costs associated with the purchase of the goods or services (including shipping and handling charges and any applicable tax)
  - The Transaction Currency agreed with the Cardholder
  - That Transaction amounts may vary due to Currency Conversion Rate fluctuations
- Not submit an Installment Transaction Receipt to its Acquirer at intervals of less than either:
  - 7 calendar days
  - In the US Region, the monthly anniversary of the shipment date
- Not submit an initial Installment Transaction Receipt to its Acquirer until the merchandise has been shipped, unless the Merchant requires a deposit
- Authorize the initial and all subsequent Transactions (Zero Floor Limit applies)
- In the US Region, ensure that the sum of the Installment Transaction does not include any finance charge or exceed the total price of the goods

Except as specified in the *Visa International Certificate of Incorporation and Bylaws*, Visa assumes no liability for an Installment Transaction processed more than 30 calendar days from the Authorization date.

ID# 151014-010410-0002891

#### 5.9.8.4 Delayed Delivery Transaction Merchant Requirements

A Merchant completing a Delayed Delivery Transaction must obtain an Authorization if the cumulative total of both Transaction Receipts exceeds the Floor Limit. If so, the Merchant must obtain Authorization for each Delayed Delivery Transaction on each Transaction Date.

The Merchant may retain the deposit only if all of the following:

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- The Merchant received a Decline Response for the balance
- The balance was not paid by other means
- The Transaction Receipt states that the deposit is nonrefundable

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#### 5.9.8.5 Deferred Payment Transaction Merchant Requirements – US Region

For a Deferred Payment Transaction, a US Merchant must both:

- Request Authorization on the Transaction Date
- Include disclosure of the deferred payment process, including the Transaction Date, with the initial shipment to the Cardholder

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#### 5.9.9 Visa Easy Payment Service (VEPS)

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##### 5.9.9.1 Visa Easy Payment Service (VEPS) Transaction Qualifying Criteria

A Visa Easy Payment Service (VEPS) Transaction must meet all of the following requirements:

**Table 5-17: VEPS Qualifying Criteria**

Transaction Element	Qualifying Criteria
Transaction Types	<p>The Transaction must be a Face-to-Face Environment Transaction or one of the following:</p> <ul style="list-style-type: none"> <li>• In the AP Region, a domestic contactless Unattended Transaction</li> <li>• In the US Region, an Unattended Transaction for an amount less than or equal to USD 15</li> </ul> <p>The Transaction must not be any of the following:</p> <ul style="list-style-type: none"> <li>• A Fallback Transaction</li> <li>• An Account Funding Transaction</li> <li>• A Cash-Back Transaction</li> <li>• A Manual Cash Disbursement</li> <li>• A Quasi-Cash Transaction</li> <li>• A Prepaid Load Transaction</li> <li>• A Transaction where Dynamic Currency Conversion is performed</li> </ul>
Cardholder Verification Method	Not required <sup>1,2</sup>
Transaction Amount	The Transaction amount (including taxes, if applicable, and surcharge, if permitted) must not exceed the limit specified in Section 5.9.9.2, "Visa Easy Payment Service (VEPS) Maximum Transaction Amounts."
Prohibited MCCs	<p>The Transaction must not contain any of the following MCCs:</p> <ul style="list-style-type: none"> <li>• 5542 (Automated Fuel Dispensers)</li> <li>• 5965 (Direct Marketing – Combination Catalog and Retail Merchants)</li> <li>• 5969 (Direct Marketing/Direct Marketers [Not Elsewhere Classified])</li> <li>• 6012 (Financial Institutions – Merchandise and Services)</li> <li>• 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)</li> <li>• 9405 (Intra-Government Purchases)</li> </ul>



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Transaction Element	Qualifying Criteria
Required MCCs	<p><b>Effective through 31 December 2016</b></p> <p>In the AP Region, a Japan Domestic Transaction that is not a Contactless Transaction must contain one of the following MCCs:</p> <ul style="list-style-type: none"><li>• 4011 (Railroads)</li><li>• 4112 (Passenger Railways)</li><li>• 4784 (Tolls and Bridge Fees)</li><li>• 5311 (Department Stores)</li><li>• 5411 (Grocery Stores and Supermarkets)</li><li>• 5499 (Miscellaneous Food Store – Convenience Stores and Specialty Markets)</li><li>• 5541 (Filling Stations – Automotive Gasoline)</li><li>• 5542 (Automated Fuel Dispensers)</li><li>• 5983 (Fuel Dealers – Fuel Oil, Wood, Coal, and Liquefied Petroleum)</li><li>• 7523 (Parking Lots, Parking Meters and Garages)</li><li>• 7832 (Motion Picture Theaters)</li><li>• 7992 (Public Golf Courses)</li><li>• 7996 (Amusement Parks, Circuses, Carnivals, and Fortune Tellers)</li><li>• 7997 (Membership Clubs)</li><li>• 7998 (Aquariums, Seaquariums, and Dolphinariums)</li><li>• 7999 (Recreational Facilities [Not Elsewhere Classified])</li></ul>
Transaction Processing Requirements	<p>The Transaction must both:</p> <ul style="list-style-type: none"><li>• Be authorized. Authorization must be Online for an international Contactless Transaction</li><li>• Contain POS Entry mode of 05, 07, 90, or 91</li></ul>
<p><sup>1</sup> A VEPS Transaction may be subject to a Chargeback for non-counterfeit fraud under the EMV liability shift, as specified in Section 1.11.1.3, "EMV Liability Shift Participation."</p> <p><sup>2</sup> In the Canada Region, PIN is required for a domestic contact Chip Transaction.</p>	

ID# 150415-161010-0025692

### 5.9.10 Debt Repayment

#### 5.9.10.1 Collection or Refinancing of Existing Debt – US Region (Updated)

In addition to the requirements in Section 1.5.5.4, "Payment of Existing Debt," a US Merchant or Acquirer may accept a Card to collect or refinance existing debt<sup>1</sup> only if it complies with all of the following, as applicable:

- If a Merchant is registered as a Limited Acceptance Merchant of eligible Visa Debit Category Cards (including Visa Prepaid Cards) in all channels where payments are accepted. The Merchant may accept all Visa Cards for any of its other lines of business that do not collect payments on existing debt.
- Is assigned MCC 6012 (Financial Institutions – Merchandise and Services) or 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Travelers Cheques)
- Accepts payment for any type of debt, excluding debt representing payday lending
- If accepting payment for debt that is considered uncollectible,<sup>2</sup> all of the following:
  - Is assigned MCC 6012 (Financial Institutions – Merchandise and Services)
  - Does not conduct Recurring Transactions to collect the uncollectible debt
  - Is able to collect the debt in a lawsuit

<sup>1</sup> An advance of money borrowed by one party (debtor) from a third party (creditor). Debt is not direct payment to a merchant for goods and services whether paid in full, in installments, or at a later date.

<sup>2</sup> Debt that has been charged-off or sold to a non-financial institution for the purpose of debt recovery

ID# 150415-010410-0003026

### 5.9.11 Government and Education

#### 5.9.11.1 Government and Education Payment Program Participation Requirements – US Region

A US Acquirer must do all of the following for its Merchant to participate in the Government and Education Payment Program:

- Ensure that the Merchant accepts Visa in all channels where payments are accepted
- Register the Merchant with Visa
- Assign the Merchant one of the following MCCs:
  - 9211 (Court Costs)

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- 9222 (Fines)
- 9399 (Government Services [Not Elsewhere Classified])
- 9311 (Tax Payments)
- 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)
- 8244 (Business and Secretarial Schools)
- 8249 (Vocational and Trade Schools)
- 8211 (Elementary and Secondary Schools)
- Provide to the Merchant a unique Merchant Verification Value

ID# 151014-061112-0027498

#### 5.9.12 Health Care

##### 5.9.12.1 Preauthorized Health Care Transactions – US Region

For a Preauthorized Health Care Transaction in the US Region, a Health Care Merchant must obtain from the Cardholder an Order Form that contains all of the following:

- A description of the requested services
- Permission for the Health Care Merchant to charge the Cardholder's account for the balance due following the Merchant's receipt of any applicable insurance payment
- Time period (not to exceed one year) for which permission is granted

A Health Care Merchant must not request Authorization for the amount due until it has received notification of adjudication from the Cardholder's insurance company.

ID# 151014-010410-0008706

##### 5.9.12.2 Acquirer Participation in Healthcare Auto-Substantiation – US Region

To process a Healthcare Auto-Substantiation Transaction, a US Acquirer or its agent must comply with all of the following:

- Be licensed and certified by SIGIS
- Provide the Visa Flexible Savings Account (FSA) or Visa Health Reimbursement Arrangement (HRA) BIN list only to eligible Merchants

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- Ensure that HRA and FSA Auto-Substantiation Transactions originate only from a SIGIS-certified Merchant
- Provide an IAS Merchant Verification Value to the Merchant and include it in the Authorization Request
- Comply with all SIGIS requirements, including storage and fulfillment of Transaction Receipt data
- Fulfill Retrieval Requests for Transaction Receipt data associated with Visa Healthcare Auto-Substantiation Transactions. The Fulfillment must not be processed using Visa Resolve Online.

ID# 151014-010410-0003106

#### 5.9.12.3 Merchant Participation in Healthcare Auto-Substantiation – US Region

A US Merchant that participates in Healthcare Auto-Substantiation must comply with all of the following:

- Be licensed and certified by SIGIS

ID# 151014-010410-0025549

#### 5.9.13 Visa Fleet Card

##### 5.9.13.1 Visa Fleet Card Acquirer and Merchant Requirements – Canada Region and CEMEA Region (New)

###### Effective 17 April 2015

In the Canada Region and CEMEA Region, an Acquirer that agrees to support the Visa Fleet Card Product must ensure the Visa Fleet Card Application Identifier (AID), and the appropriate terminal application is implemented in the terminal of its Merchant that wants to support Visa Fleet Card Transactions.

###### Effective 17 April 2015

In the Canada Region and CEMEA Region, a Visa Fleet Card Acquirer must ensure that its Merchant that agrees to support Visa Fleet Card Transactions both:

- Modify POS Systems to support the Visa Fleet Card Application Identifier (AID)
- Modify POS systems to prompt and/or validate the Enhanced Data, and to pass on the Enhanced Data

ID# 150415-170415-0029231

### 5.9.13.2 Visa Fleet Card Merchant Requirements – US Region

A US Merchant that accepts a Visa Fleet Card must both:

- Prompt the Cardholder to provide the data required by the service prompt indicator
- Pass complete and accurate prompt-input data with the Visa Fleet Card Enhanced Data

ID# 151014-140213-0027525

### 5.9.15 Up-Selling and Negative Option Merchants

#### 5.9.15.1 Up-Selling Merchant Requirements

An Up-Selling Merchant must comply with all of the following:

- Clearly disclose to the Cardholder all of the following:
  - The name of the Up-Selling Merchant offering the goods and services in a manner that clearly differentiates the Up-Selling Merchant from the initial Merchant
  - A description of the goods and services
  - The length of any trial period, including clear disclosure that the Cardholder will be charged unless the Cardholder takes steps to cancel the subsequent Transaction
  - The Transaction amount and Transaction Date
  - The cancellation policy
- Obtain the Cardholder's express informed consent for any subsequent Transactions by requiring the Cardholder to do all of the following:
  - Enter the Cardholder's Account Number for the subsequent Transactions
  - Enter the Cardholder's name, address, and contact information
  - Perform an additional confirmatory action to indicate consent to the Transaction (for example: clicking a confirmation button)
- Comply with all other Transaction processing requirements

ID# 151014-010611-0026364

#### 5.9.15.2 Negative Option Merchant Requirements

A Negative Option Merchant must comply with all of the following:

- Obtain the Cardholder's express informed consent by disclosing all purchase terms and conditions before initiating the initial Transaction, including, but not limited to, the following:
  - The name of the Merchant offering the goods and services
  - A description of the goods and services
  - The Transaction amount and Transaction Date (including for each recurring charge)
  - The length of any trial period, including clear disclosure that the Cardholder will be charged unless the Cardholder takes steps to cancel the subsequent Transaction
  - The cancellation policy
- Provide a simple mechanism for the Cardholder to cancel charges
- Comply with all other Transaction requirements

ID# 151014-010611-0026365

## 5.10 Transaction Receipt Requirements

### 5.10.1 Transaction Receipt Delivery to Cardholders

#### 5.10.1.1 Transaction Receipt Delivery to Cardholders

A completed Transaction Receipt must be provided to a Cardholder, as follows:

**Table 5-19: Transaction Receipt Delivery to Cardholders**

Transaction Type	Transaction Receipt Required	Transaction Receipt Format	When Transaction Receipt Must Be Provided
<ul style="list-style-type: none"> <li>• Transactions at Unattended Cardholder Activated Terminals of USD 15 or less<sup>1</sup></li> <li>• In the AP Region, Transactions at vending machines<sup>2</sup> in Australia and New Zealand of USD 25 or less</li> <li>• In the CEMEA Region, ATM Cash Disbursements at ATMs that do not have a printer</li> <li>• Straight Through Processing Transactions</li> </ul>	No	Not applicable	Not applicable

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Transaction Type	Transaction Receipt Required	Transaction Receipt Format	When Transaction Receipt Must Be Provided
<ul style="list-style-type: none"> <li>Transactions at Unattended Cardholder Activated Terminals above USD 15</li> <li>In the AP Region, Transactions at vending machines<sup>2</sup> in Australia and New Zealand above USD 25</li> <li>Automated Fuel Dispenser Transactions</li> <li>ATM Cash Disbursements</li> <li>Visa Easy Payment Service Transactions</li> <li>Transactions at Contactless-Only Acceptance Devices<sup>3</sup></li> <li>In the US Region, Visa Large Purchase Advantage Transactions</li> </ul>	At Cardholder request	Paper, unless the Cardholder indicates the preference for an Electronic Format Cardholder Receipt <sup>4</sup>	If requested, at the time of the Transaction
Credits for Advance Deposit Service Transactions	Yes	Paper	Within 3 calendar days of the Transaction Date of the Credit Transaction Receipt
<ul style="list-style-type: none"> <li>Deferred Payment Transactions</li> <li>Recurring Transactions</li> </ul>	Yes	Either: <ul style="list-style-type: none"> <li>Paper</li> <li>Electronic Format Cardholder Receipt<sup>4</sup></li> </ul>	At the time of billing
Electronic Commerce Transactions	Yes	Either: <ul style="list-style-type: none"> <li>Electronic Format Cardholder Receipt<sup>4</sup></li> <li>Paper</li> </ul>	At the time merchandise or services are delivered

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#### Transaction Receipt Requirements

Transaction Type	Transaction Receipt Required	Transaction Receipt Format	When Transaction Receipt Must Be Provided
<ul style="list-style-type: none"><li>Advance Deposit Service Transactions</li><li>Priority Check-Out Service<sup>5</sup> Transactions</li></ul>	Yes	Either: <ul style="list-style-type: none"><li>Paper</li><li>Electronic Format Cardholder Receipt<sup>4</sup></li></ul>	<ul style="list-style-type: none"><li>At check-out</li><li>Within 3 business days of the Cardholder's departure</li></ul>
All other Transactions	Yes	Paper, unless the Cardholder indicates the preference for an Electronic Format Cardholder Receipt <sup>4</sup>	At the time merchandise or services are delivered

<sup>1</sup> This does not apply to ATMs or AFDs.

<sup>2</sup> Assigned MCC 5441, 5499, or 5993

<sup>3</sup> At the time of the Transaction, the Merchant must communicate to the Cardholder how to receive a Transaction Receipt. In the US Region, this is permitted only for Transactions of USD 15 or less.

<sup>4</sup> The Merchant must make the receipt available to the Cardholder for at least 24 hours after the Transaction is completed.

<sup>5</sup> The Transaction Receipt must be accompanied by the itemized bill and signed agreement.

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#### 5.10.1.2 Electronic Format Cardholder Receipt Delivery Requirements

If a Merchant offers an Electronic Format Cardholder Receipt instead of a paper Transaction Receipt, the Merchant must do all of the following:

- Inform the Cardholder of the delivery method (for example: email, wirelessly delivered message, link in a wirelessly delivered message) of the receipt and when it will be sent
- Provide the receipt in a static format that cannot be easily manipulated after it has been created
- If a link to a website is provided, provide clear instructions to the Cardholder for accessing the receipt on the website
- Provide instructions to enable the Cardholder to obtain the receipt if the Cardholder does not receive it



- Make the receipt available to the Cardholder for at least 24 hours after the Transaction is completed
- Not store or use personal information provided by the Cardholder to enable the Merchant to provide the receipt for any other purpose without the express consent of the Cardholder
- Include both of the following in the title of the email or the title or first line of the wirelessly-delivered message:
  - The Merchant name as it will appear in the Clearing Record and on the Cardholder billing statement
  - Language indicating that the email or wirelessly-delivered message contains the Cardholder's copy of a Transaction Receipt or a link to the Cardholder's copy of a Transaction Receipt

ID# 151014-120913-0027837

#### 5.10.2 Transaction Receipt Retention Period

##### 5.10.2.1 Transaction Receipt Retention Period

A Merchant must retain a Transaction receipt, as follows:

**Table 5-20: Transaction Receipt Retention Period**

Retrieval Request/Transaction Type	Retention Period
T&E Document	6 months after the Processing Date
Recurring Transaction	13 months after the Processing Date of the last Transaction
In the LAC Region, a Domestic Transaction or Intraregional Transaction	12 months after the Processing Date
All other Transactions	13 months after the Processing Date

ID# 151014-151014-0028051

#### 5.10.3 Transaction Receipt Data and Format Requirements

##### 5.10.3.1 Prohibited Transaction Receipt Content for All Transactions

A Transaction Receipt must not contain:

- If the Transaction Receipt bears the Visa Program Marks, promotional, advertising, or similar language that conveys preference of a non-Visa payment card
- More information than is embossed or printed on the Card. This does not apply to either:
  - A Token
  - A Card on which only a partial Account Number is printed

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#### 5.10.3.2 Required Transaction Receipt Content for All Transactions

A Transaction Receipt must include all of the following elements:

**Table 5-21: Required Transaction Receipt Content for All Transactions**

Required Element	Additional Requirements
Account Number or Token <sup>1</sup>	The Account Number or Token, except for the final 4 digits, must be disguised or suppressed on the Cardholder's copy of a Transaction Receipt.
Authorization Code	Applies only to Transactions that were authorized by the Issuer <sup>1</sup>
Card network name	Must contain "Visa"
Cardholder signature <sup>1,2</sup>	This does not apply to: <ul style="list-style-type: none"> <li>• An Electronic Format Cardholder Receipt</li> <li>• A PIN Transaction</li> <li>• A Card-Absent Environment Transaction</li> </ul>
Description of goods or services <sup>1</sup>	Description of the purchase. This does not apply to Cash Disbursements.
Merchant location <sup>1</sup>	<ul style="list-style-type: none"> <li>• Merchant city and state/province</li> <li>• For an ATM Transaction, the location or street address of the ATM</li> </ul>
Merchant name	<ul style="list-style-type: none"> <li>• For an ATM Transaction, the name of the ATM Acquirer</li> <li>• For all other Transactions, the name the Merchant uses to identify itself to its customers</li> <li>• For a Transaction involving a Payment Facilitator or High-Risk Internet Payment Facilitator, the Payment Facilitator and Sponsored Merchant name (or an abbreviation)</li> </ul>
Return and refund policies	As specified in Section 5.4.2.4, "Disclosure to Cardholders of Return and Refund Policies"

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Required Element	Additional Requirements
Transaction amount and Transaction currency symbol <sup>3</sup>	Total currency amount of all goods and services sold to the Cardholder at the same time, including applicable taxes and fees and any adjustments or credits. The currency symbol denoting the Transaction Currency must be included.
Transaction Date	In the US Region, for a Visa Fleet Card, including the time of the Transaction
Transaction type <sup>1</sup>	One of the following: <ul style="list-style-type: none"><li>• ATM Cash Disbursement</li><li>• Cash-Back with no purchase</li><li>• Credit</li><li>• Manual Cash Disbursement</li><li>• Prepaid Load</li><li>• Purchase</li></ul>
Other details embossed on Card <sup>1</sup>	Applies only to the Merchant copy of a manually imprinted Transaction Receipt
<p><sup>1</sup> This does not apply to a Visa Easy Payment Service Transaction.</p> <p><sup>2</sup> An Acquirer may reproduce the Cardholder signature obtained using an electronic signature capture device in response to a Retrieval Request.</p> <p><sup>3</sup> If the currency symbol or identification is not on the Transaction Receipt, the Transaction Currency is the local currency of the Transaction Country.</p>	

In the US Region, for Acceptance Devices installed after 1 July 2003, the expiration date must not appear or must be disguised or suppressed on the Cardholder's Transaction Receipt.

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#### 5.10.3.3 Required Transaction Receipt Content for Specific Transaction Types (Updated)

In addition to the requirements in Section 5.10.3.2, "Required Transaction Receipt Content for All Transactions," a Transaction Receipt must contain all of the following, as applicable:

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**Table 5-22: Required Transaction Receipt Content for Specific Transactions**

Transaction Type	Required Content
Advance Deposit Transaction	<ul style="list-style-type: none"><li>• Cardholder name, telephone number, and mailing address</li><li>• Confirmation code</li><li>• Date and time that any cancellation privileges expire without deposit forfeiture</li><li>• Deposit amount</li><li>• Scheduled start date (for example: car rental date, check-in date, embarkation date)</li><li>• The words "Advance Deposit"</li><li>• For Advance Deposit cancellations, cancellation code</li></ul>
Advance Payment Transaction	<ul style="list-style-type: none"><li>• Cardholder name, telephone number, and mailing address</li><li>• Confirmation code</li><li>• Date and time that any cancellation privileges expire without deposit forfeiture</li><li>• Deposit amount</li><li>• Scheduled start date</li><li>• The words "Advance Payment"</li></ul>
Aggregated Transaction	<ul style="list-style-type: none"><li>• Amount of each individual purchase</li><li>• Date of each individual purchase</li><li>• Description of each individual purchase</li></ul>
ATM Cash Disbursement	<ul style="list-style-type: none"><li>• Balance</li><li>• Type of account accessed</li><li>• If an Access Fee is charged:<ul style="list-style-type: none"><li>– The words "ATM Fee," "Terminal Fee," or "Access Fee"</li><li>– In the US Region and Canada Region, identification of the Acquirer as the recipient of the fee</li></ul></li></ul>
Cash-Back Transaction	Cash-back amount shown separately to purchase amount
Cruise Line Transaction	<ul style="list-style-type: none"><li>• Cabin rate</li><li>• Dates of embarkation and disembarkation</li><li>• For No Show Transactions, the words "No Show"</li></ul>
Delayed Delivery Transaction	The words "Deposit" and "Balance," as appropriate

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Transaction Type	Required Content
Dynamic Currency Conversion Transaction	<ul style="list-style-type: none"> <li>Transaction amount, with currency symbols, in: <ul style="list-style-type: none"> <li>Merchant's local Currency</li> <li>Transaction Currency</li> </ul> </li> <li>Words "Transaction Currency" next to the Transaction amount</li> <li>Currency Conversion Rate</li> <li>Currency conversion commission, fees, or mark-up on the exchange rate over a wholesale rate or government-mandated rate</li> <li>Statement that the Cardholder has been offered a choice of currencies for payment and expressly agrees to the Transaction Receipt information by marking an "accept" box on the Transaction Receipt</li> <li>Statement that Dynamic Currency Conversion is conducted by the Merchant</li> </ul>
Electronic Commerce Transactions	<ul style="list-style-type: none"> <li>Customer service contact</li> <li>Merchant country</li> <li>Conditions of sale, including return and cancellation policy</li> </ul>
Visa Fleet Card	<ul style="list-style-type: none"> <li>In the US Region: <ul style="list-style-type: none"> <li>Fuel product code</li> <li>Fuel quantity</li> <li>Fuel type</li> <li>Fuel unit price</li> <li>Odometer reading</li> </ul> </li> <li><b>Effective 17 April 2015</b> In the Canada Region and the CEMEA Region, for a Merchant that supports a Visa Fleet Transaction through the Visa Fleet Card Application Identifier: <ul style="list-style-type: none"> <li>Fuel product code</li> <li>Fuel quantity</li> <li>Fuel type</li> <li>Fuel unit price</li> <li>Odometer reading</li> </ul> </li> </ul>
Government Payments (CEMEA Region)	Amount of Government Payment (clearly and separately disclosed from the Service Fee)

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Transaction Type	Required Content
Hotel	<ul style="list-style-type: none"><li>Dates of check-in and check-out</li><li>Room rate</li><li>For No Show Transactions, the words "No Show"</li></ul>
Manual Cash Disbursement	<ul style="list-style-type: none"><li>4 digits printed below the Card number</li><li>Clerk's signature</li><li>Secondary Cardholder identification information</li></ul>
Pre-Authorized Healthcare Transaction	<ul style="list-style-type: none"><li>For a Healthcare Auto-Substantiation Transaction in the US Region, the words "Pre-Authorized Healthcare"</li></ul>
Priority Check-Out Transaction <sup>1</sup>	<ul style="list-style-type: none"><li>Cardholder address</li><li>The words "Priority Check-out" on the signature line</li></ul>
Quasi-Cash Transaction	<ul style="list-style-type: none"><li>4 digits printed below the Card number</li><li>Secondary Cardholder identification information</li></ul>
Recurring Transaction	<ul style="list-style-type: none"><li>The words "Recurring Transactions"</li><li>Frequency of Recurring Transactions</li><li>Duration of Recurring Transaction period</li></ul>
Transaction on which a fee is assessed	<p>Shown separately and clearly:</p> <ul style="list-style-type: none"><li>Convenience Fee</li><li>Service Fee</li><li>Surcharge. This must not be identified as a Visa-imposed charge. The amount must be shown separately on the front of the receipt in the same type and size of font as other wording on the Transaction Receipt.</li><li>Any other fees (for example: Access Fees)</li></ul>
Unattended Transaction	Acceptance Device location (city and country)
Visa Mobile Prepaid Transaction (confirmation message)	Available balance in the Visa Mobile Prepaid account

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Transaction Type	Required Content
Visa Integrated Redemption Transaction (US Region)	<ul style="list-style-type: none"><li>• Discounted Transaction amount</li><li>• Offer Amount</li><li>• Offer Code</li><li>• Offer Description</li><li>• Offer Receipt Text</li></ul>
<sup>1</sup> Must be accompanied by completed and signed Priority Check-Out agreement. The Merchant must ensure that the Account Numbers in the agreement and on the Transaction Receipt match.	

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#### 5.10.3.4 Required Content for Hotel Guest Folios

A Hotel Guest Folio must contain all of the following data elements:

- Embossed Card expiration date
- Hotel name
- Hotel city and country (and state/province, if applicable)
- Transaction amount indicated in Transaction Currency
- Identification of Transaction Currency
- Transaction Date
- Space for Cardholder signature
- Guest check-in date
- Guest check-out date
- Room rate and salesperson's initials
- Authorization dates, amounts, and approval codes
- Authorization Code, if applicable

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#### 5.10.4 Substitute Transaction Receipt Data and Format Requirements

##### 5.10.4.1 Required Substitute Transaction Receipt Content for T&E/Travel Transactions (Updated)

A Substitute Transaction Receipt for a T&E Transaction or passenger railway Transaction must contain all of the following, as applicable:

**Table 5-23: Substitute Transaction Receipt/Fulfillment Document Requirements for T&E/Travel Transactions**

Required Element	Transaction Type				
	Car Rental	Airline	Hotel	Cruise Line	Passenger Railway
Account Number or Token	X	X	X	X	X <sup>1</sup>
Address where tickets were sent		If available and applicable			
Authorization amount	X				
Authorization Code <sup>2</sup>	X	X	X	X	X <sup>1</sup>
Cardholder address	X				
Cardholder name	X	If applicable	X	X	
Chip cryptogram code (if applicable)	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>



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Required Element	Transaction Type				
Description of goods or services	Type of car, mileage, rental rates, actual rate, refueling and insurance charges, adjustments, tax, cash received, billing method, and rental agent ID number	<b>Effective through 16 October 2014</b> Airline flight information <b>Effective 17 October 2014</b> Either: <ul style="list-style-type: none"> <li>Airline flight information</li> <li>For an Ancillary Purchase Transaction, a general description of goods or services</li> </ul>	Dates of stay, check-in, and check-out	Dates of cruise embarkation and disembarkation	In the US Region, either: <ul style="list-style-type: none"> <li>Railway Ticket Identifier</li> <li><b>Effective 17 October 2014</b> For an Ancillary Purchase Transaction, a general description of goods or services</li> </ul>
Itemized charges			Room rate, tax, and food, beverage, and incidental charges	Room rate, tax, and food, beverage, and incidental charges	
Merchant ID	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>
Merchant location	X <sup>1</sup>	X <sup>1</sup>	X	X	X
Merchant name	X	X	X	X	X <sup>1</sup>
Passenger or guest Name, if different than Cardholder name			X	X	
POS Entry Mode code	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>
Product type	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>

## Visa Product and Service Rules

Acceptance

### Transaction Receipt Requirements

Required Element	Transaction Type				
Rental agreement number	X				
Rental and return dates	X				
Rental and return location	X				
Sales type	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>
Terminal ID	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>
Transaction amount	X <sup>1</sup>	X	X	X	X <sup>1</sup>
Transaction Code	If any				
Transaction Date	X <sup>1</sup>	X	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>
Transaction time	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>
Transaction with PIN (if applicable)	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>	X <sup>1</sup>
Travel agent name and address		If applicable			
<sup>1</sup> Required only for Brazil Domestic Transactions <sup>2</sup> If any. Required only for Brazil Domestic Transactions.					

ID# 150415-151014-0028053

#### 5.10.4.2 Required Substitute Transaction Receipt Content for Non-T&E Transactions

A Substitute Transaction Receipt for the Transaction types listed below must contain all of the following, as applicable:

## Visa Product and Service Rules

Acceptance

### Visa Core Rules and Visa Product and Service Rules

**Table 5-24: Substitute Transaction Receipt/Fulfillment Document Requirements for Non-T&E Transactions**

Data Element	Transaction Type				
	Card-Absent Environment	Recurring <sup>1</sup>	MO/TO <sup>1</sup>	Retail <sup>1</sup>	Electronic Commerce <sup>1</sup>
Account Number or Token	X	X	X	X	X
Authorization Code	X	X	X	X	X
Chip Cryptogram code (if applicable)		X	X	X	X
Description of goods or services	X				
Merchant ID		X	X	X	X
Merchant location	X	X	X	X	X
Merchant name	X	X	X	X	X
POS Entry Mode code		X	X	X	X
Product type		X	X	X	X
Sales type		X	X	X	X
"Ship to" address (if applicable)	X				
Terminal ID		X	X	X	X
Transaction amount	X	X	X	X	X
Transaction Date	X	X	X	X	X
Transaction Receipt Fulfillment Documents		X	X	X	X

## Visa Product and Service Rules

Acceptance

### Returns, Credits, and Refunds

Data Element	Transaction Type				
	Card-Absent Environment	Recurring <sup>1</sup>	MO/TO <sup>1</sup>	Retail <sup>1</sup>	Electronic Commerce <sup>1</sup>
Transaction time		X	X	X	X
<sup>1</sup> Required only for Brazil Domestic Transactions					

ID# 151014-151014-0028054

## 5.11 Returns, Credits, and Refunds

### 5.11.1 Merchant Processing

#### 5.11.1.1 Merchant Processing of Credits to Cardholders (Updated)

At the time that a Merchant processes a credit to a Cardholder for a valid Transaction that was previously processed, the Merchant must do all of the following:

- Identify the original Transaction on the Transaction Receipt
- Deliver a completed Credit Transaction Receipt to the Cardholder<sup>1</sup>
- In the US Region, deposit the Credit Transaction with the Acquirer that processed the original Transaction within 5 calendar days from the date that the credit was issued

<sup>1</sup> A US Merchant may provide any of the following alternate forms of credit:

- Cash refund for a Visa Easy Payment Service Transaction
- Cash refund or other form of credit to the recipient of a gift (instead of to the Cardholder)
- Cash refund or store credit for a Visa Prepaid Card Transaction, if the Cardholder states that the Visa Prepaid Card has been discarded

ID# 150415-010410-0008605

## Visa Product and Service Rules

### Acceptance

#### Visa Core Rules and Visa Product and Service Rules

##### 5.11.1.2 Credit Refunds for Timeshares

A Timeshare Merchant must provide a full credit refund when the Cardholder canceled the Transaction within 14 calendar days of the contract date or the date the contract or related documents were received.

ID# 151014-010410-0003082

##### 5.11.1.3 Prohibition of Resubmission of Returned Transaction – US Region

A US Merchant must not submit any Transaction that was previously charged back to the Acquirer and subsequently returned to the Merchant. However, the Merchant may pursue payment from the customer outside the Visa system.

ID# 151014-010410-0003022

## 5.12 Country-Specific Floor Limits

### 5.12.1 Maximum Authorized Floor Limits

#### 5.12.1.1 Andorra (EUR)

Table 5-25: Floor Limits for Andorra (EUR)

Merchant Type	MCC	Non-Chip Floor Limit	Chip Floor Limit
Airlines	All	510	510
Railroads	All	130	130
Car Rental Companies	All	120	120
Hotels	All	240	240
Special Hotels	All	1,565	1,565
Restaurants	All	90	90
Special Restaurants	All	480	480
Travel Agencies	All	510	510
Hospitals	All	240	240

## Visa Product and Service Rules

Acceptance

### Country-Specific Floor Limits

Merchant Type	MCC	Non-Chip Floor Limit	Chip Floor Limit
Unattended Transactions	4111, 4112, 4131, 4784, 7523	40	40
Unattended Transactions	All other MCCs	0	40
All Other Merchants	All	150	150

ID# 151014-010410-0026833

## 6 ATM

### 6.1 Plus Program

#### 6.1.1 Plus Program Issuer Participation Requirements

##### 6.1.1.1 Plus Program Issuer Participation

Issuer participation in the Plus Program is optional. To issue a Card bearing the Plus Symbol, an Issuer must do all of the following:

- Obtain a license to use the Plus Program Marks and comply with rules for using the Plus Symbol
- Provide Authorization service 24 hours a day, 7 days a week

In the US Region, an Issuer may participate in the Plus Program by becoming a member of the Plus System, Inc. and issuing Plus Cards.

ID# 151014-010410-0004060

##### 6.1.1.2 Plus Proprietary Card Account Number Specifications

The Account Number format for a Proprietary Card bearing the Plus Symbol must comply with the Account Number standards specified either:

- In Section 1.4.2.1, "BIN and Account Numbers," if using a BIN assigned by Visa
- By the International Standards Organization

ID# 151014-010410-0004061

### 6.1.2 Plus Symbol

#### 6.1.2.1 Plus Program Marks on Cards

The presence of the Plus Symbol is optional on a Visa Card if no other ATM acceptance Mark is present on the Card.

## Visa Product and Service Rules

ATM

### Plus Program

An Issuer of a Proprietary Card bearing the Plus Symbol must place the Plus Symbol on all Proprietary Cards within 5 years from the beginning date of participation in the Plus Program.

ID# 151014-010410-0003577

#### 6.1.2.2 Plus Symbol Use

A Member must use the Plus Symbol only as a Mark indicating acceptance for ATM services.

ID# 151014-010410-0006324

#### 6.1.2.3 Restrictions on the Use of other Marks on Plus Cards

A Card bearing the Plus Symbol must not bear the Marks of any entity ineligible for membership in Visa, or of any of the following entities, or their subsidiaries or affiliates, deemed competitive by Visa:<sup>1</sup>

- American Express Company
- Discover Financial Services<sup>2</sup>
- JCB
- MasterCard Worldwide

A Card bearing the Plus Symbol is exempt from this requirement if it was issued under an agreement executed with Visa or Plus System, Inc. before 1 October 1992.

A Card bearing the Plus Symbol must not bear a Trade Name or Mark confusingly similar to any other Visa-Owned Mark.

<sup>1</sup> This does not apply in the US Region or a US Territory to US Covered Visa Debit Cards.

<sup>2</sup> This does not apply in the US Region to Visa Cards bearing the Pulse Mark and Cards bearing the Plus Symbol.

ID# 151014-010410-0006159

#### 6.1.2.4 Plus Symbol Displayed at an ATM

The Plus Symbol must be displayed at an ATM that accepts Cards bearing the Plus Symbol for ATM services.

ID# 151014-010410-0003583



## 6.2 Visa Global ATM Network

### 6.2.1 Visa Global ATM Network Issuer Participation Requirements

#### 6.2.1.1 Visa Global ATM Network Issuer Participation

Issuer participation in the Visa Global ATM Network is optional. Rules regarding Visa Issuer participation in the Visa Global ATM Network apply to all Visa Cards.

Before participating in the network, an Issuer must successfully complete certification with Visa.

ID# 151014-010410-0004070

#### 6.2.1.2 Visa Consumer Card Issuer ATM Network Participation – US Region

In the US Region, a Visa Consumer Card Issuer must both:

- Participate in the Visa ATM Network
- Submit to Visa an original, signed copy of the *Issuer Option Selection Form* 45 calendar days before implementation, indicating the Issuer's decision to participate, its processing options, and working keys

ID# 151014-010210-0008431

### 6.2.2 Visa Global ATM Network Issuer General Requirements

#### 6.2.2.2 Custom Payment Services/ATM Program Issuer Participation

An Issuer that participates in the Custom Payment Services/ATM must do all of the following:

- Complete Issuer certification
- Receive and return the ATM Transaction Identifier in each Transaction
- Receive the terminal ID code, ATM owner, and ATM location data in each Transaction Record
- Include the ATM Transaction Identifier in all Chargebacks

ID# 151014-010410-0004078

### 6.2.3 Visa Global ATM Network Acquirer Participation Requirements

#### 6.2.3.1 Visa Global ATM Network Acquirer Participation

Acquirer participation in the Visa Global ATM Network is optional. A Member has complete discretion over whether all, some, or none of its ATMs participate in the network.

Only an ATM owned, leased, sponsored, or controlled by a Member is eligible for participation in the Visa Global ATM Network.

A Member that sponsors a non-Member agent to deploy or operate an ATM participating in the Visa Global ATM Network must ensure that the non-Member agent complies with Section 1.10.8.5, "Third Party Agent Contract," and Section 10.2.1.1, "VisaNet Processor Contracts."

ID# 151014-010410-0004783

#### 6.2.3.2 Visa ATM Network Acquirer Participation – US Region

In the US Region, an Acquirer that participates in the Visa ATM Network must do all of the following:

- Ensure that all of its ATMs that participate in other regional or national ATM networks also participate in the Visa ATM Network
- Ensure that its Authorizing Processor performs Authorization, Clearing, and Settlement for all Visa ATM Network Transactions through the Single Message System
- Display ATM Acceptance Marks
- Comply with the Single Message System Access Fee format specifications, if applicable
- Accept all Visa Cards for all Transaction functions provided by the Acquirer's participating ATM
- Become a member of the Plus System, Inc.
- Display the Plus Symbol on, and accept Cards bearing the Plus Symbol at, all ATMs participating in the Visa ATM Network within 30 days from the date that the Acquirer begins accepting Visa ATM Network Transactions

ID# 151014-010410-0004752

#### 6.2.3.3 ATM Card Acceptance

An ATM must accept all valid Cards.

This does not apply to a Canada Member that participated in the Visa Global ATM Program as of 13 June 2013.

##### Effective 14 June 2013

All new ATM Acquirers in Canada participating in the Visa Global ATM Program must accept all valid Cards.

At the discretion of Visa, an ATM Acquirer that accepts Cards bearing the Plus Symbol may selectively deny access to its ATMs.

An ATM Acquirer certified to accept Visa Cards may selectively deny access to its ATMs if the Card presented is both issued to residents of the country where the ATM is located and billed in the local currency.

An ATM with restricted access must display language with the Visa Brand Mark that both identifies the ATM Acquirer and describes Visa Card acceptance or the nature of any restrictions.

ID# 150415-140613-0004785

##### 6.2.3.4 ATM Cash Disbursement Transaction Classification

An ATM Cash Disbursement is a Visa Transaction if it is made with a Visa Card or Visa Electron Card.

An ATM Cash Disbursement is a Plus Transaction if it is made with a Proprietary Card bearing the Plus Symbol.

ID# 151014-010410-0008996

##### 6.2.3.5 Minimum ATM Cash Disbursement (Updated)

An ATM must be able to make Cash Disbursements of at least USD 200 (or local currency equivalent) per day, per Account Number.

The ATM must allow the Cardholder to obtain the entire USD 200 Cash Disbursement in a single Transaction.

ID# 150415-010410-0006470

##### 6.2.3.6 ATM Currency Disbursement

An ATM must dispense the local currency or display the type of currency, or cheques, dispensed.

ID# 151014-010410-0006471

##### 6.2.3.7 ATM Message Display – US Region

In the US Region, an ATM must be capable of communicating all of the following information, if applicable:

- Card invalid for this service
- Service unavailable now
- Invalid PIN – Re-enter
- Card retained
- Access Fee will be assessed

ID# 151014-010410-0004777

##### 6.2.3.8 ATM Transaction Currency

An ATM Acquirer must ensure that the Transaction Currency for an ATM Cash Disbursement is all of the following:

- Currency dispensed
- Currency in the Authorization Request
- Currency presented into Interchange

This does not apply to ATMs located on US military bases and in the Visa Europe Territory.

ID# 151014-010410-0004801

#### 6.2.4 ATM Operator and Agent Requirements

##### 6.2.4.1 PIN Security Requirements for ATM Operators and Agents

An ATM Acquirer must ensure that its Agents and ATM Operators comply with Visa requirements for PIN management and PIN security.

ID# 151014-130912-0027350

##### 6.2.4.2 Display of Member Name on Non-Member ATM – LAC Region

An LAC ATM Acquirer must ensure that the name of the Member that operates or sponsors the ATM is prominently displayed on every non-Member ATM.

ID# 151014-010410-0004746

##### 6.2.4.3 ATM Operator Agreement Requirements – US Region

A US ATM Acquirer must have a written ATM Operator agreement with each of its ATM Operators<sup>1</sup> and must only process Visa ATM Network Transactions from an ATM Operator with which it has a valid agreement.

The form, content, and appearance of an ATM Operator agreement are at the discretion of the ATM Acquirer, except as specified below. An ATM Operator agreement must include both:

- The ATM Acquirer's name, location, and contact information in letters consistent in size with the rest of the ATM Operator agreement, and in a manner that makes the ATM Acquirer's name readily visible to the ATM Operator
- Language stating that the ATM Operator may be terminated for failure to comply with the ATM Operator agreement

ATM Operator agreements must be made available to Visa upon request and must not contain contractual details regarding pricing arrangements.

<sup>1</sup> Tri-party agreements (ATM Acquirer, Agent, ATM Operator) are permitted.

ID# 151014-010410-0009021

##### 6.2.4.4 ATM Operator Background Review – US Region

Before entering into an ATM Operator agreement, a US ATM Acquirer must determine that a prospective ATM Operator has no significant derogatory background information about any of its principals.

ID# 151014-010410-0003510

##### 6.2.4.5 Acquirer Requirements for ATM Agents – US Region

A US ATM Acquirer may allow its Agents to execute ATM Operator agreements on its behalf and/or conduct due diligence reviews. The ATM Acquirer must both:

- Maintain documented policies and procedures to manage its Agent programs

- Validate its Agent's compliance with the ATM Acquirer's solicitation and qualification standards on a quarterly basis

ID# 151014-010410-0003511

#### 6.2.4.6 ATM Operator and Agent Information – US Region

A US ATM Acquirer must collect all of the following information from its ATM Operators and Agents:

- "Doing Business As" (DBA) name
- ATM Operator legal name
- ATM Operator outlet location, including street address, city, state, and ZIP code
- Federal Taxpayer Identification Number (TIN), Federal Employer Identification Number (FEIN), or Social Security Number (SSN) of all principals
- Full first and last name and middle initial of principals (for example, corporations, partnerships, sole proprietors)
- Incorporation status (for example: corporation, partnership, sole proprietor, non-profit)

ID# 151014-010410-0008398

#### 6.2.4.7 ATM Operator Prohibitions – US Region

In the US Region, Visa may permanently prohibit an ATM Operator from providing services with respect to Visa Products for good cause, such as:

- Fraudulent activity
- Activity that causes the ATM Acquirer to repeatedly violate the Visa Rules
- Activity that violates applicable laws or regulations
- Operating in an unsound, unsafe manner
- Activity that may result in undue economic hardship or damage to the goodwill of the Visa system

ID# 151014-010410-0003514

## 6.2.5 PIN Requirements

### 6.2.5.2 Chip-Reading ATM Acquirer Requirements

An ATM Acquirer must ensure that a Chip-reading ATM:

- Supports "Online PIN"
- Does not support "Signature" or "No CVM (Cardholder Verification Method) required"

ID# 151014-010410-0004793

## 6.2.6 Display of Visa Marks at an ATM

### 6.2.6.1 Display of Visa-Owned Marks at ATMs – US Region

In the US Region, only ATMs and Acquirers that participate in the Visa ATM Network may display the Visa Flag Symbol or Visa Brand Mark.

A US Acquirer must not display the Visa Flag Symbol or Visa Brand Mark on or surrounding an ATM unless that ATM accepts all Visa Cards.

ID# 151014-010410-0004754

## 6.2.7 ATM Processing Requirements

### 6.2.7.1 ATM Acquirer Certification

Before acting as an ATM Acquirer, an Acquirer must successfully complete certification and comply with all applicable licensing and processing requirements.

ID# 151014-010410-0004784

### 6.2.7.2 ATM Acquirer Processing

An ATM Acquirer (including an Acquirer that processes through a VisaNet Processor with an existing VisaNet endpoint) must both:

- Be certified to participate in either the:

- Single Message System
- Custom Payment Services/ATM

If the ATM Acquirer does not meet all tier II requirements, Visa may remove the ATM Acquirer from the tier II level.

ID# 151014-010410-0008597

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#### 6.2.7.3 ATM Transactions Using Single Message System

A new ATM Acquirer (excluding an Acquirer that processes through a VisaNet Processor with an existing VisaNet endpoint) must process ATM Transactions using the Single Message System.

ID# 151014-010410-0004789

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#### 6.2.7.5 ATM Misdispense

For a misdispense, an ATM Acquirer must process an ATM confirmation message for the actual amount dispensed.

A US ATM Acquirer must both:

- Process an Adjustment for the actual amount of the misdispense must be processed within 45 calendar days of the Processing Date of the original Transaction
- For an over-dispense caused by a misloaded terminal, attempt good-faith collection from the Issuer before processing an Adjustment to the Cardholder account

ID# 151014-010410-0002406

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#### 6.2.7.6 ATM Transaction Reversal

The Reversal amount must be the original Transaction amount.

ID# 151014-010410-0002404



##### 6.2.7.7 ATM Account Number Acceptance

An ATM and a Member ATM processing system must accept all valid International Organization for Standardization numbers of 11-19 digits, starting with any digit from 0 through 9.

ID# 151014-010410-0004786

##### 6.2.7.8 ATM Transaction Processing

An ATM Acquirer must ensure all of the following:

- The entire, unaltered contents of track 2 of the Magnetic Stripe, or the Magnetic-Stripe Image from the Chip on the Card, are read and transmitted.<sup>1</sup>

ID# 150415-010410-0004792

##### 6.2.7.9 Authorization and Clearing of ATM Transactions through VisaNet

An ATM Transaction cleared through VisaNet must have been authorized through VisaNet.

ID# 151014-010410-0004795

##### 6.2.7.10 Matching Data in ATM Authorization and Clearing Messages

An ATM Acquirer must ensure that all of the following information matches in the Authorization and Clearing messages:

- Account Number
- Authorization Code
- Acquirer BIN
- Transaction amount
- Account selection processing code
- Merchant Category Code

ID# 151014-010410-0004796

##### 6.2.7.11 ATM Account Range Table

An ATM Acquirer must do all of the following:

- Use the Visa account range table to determine the routing of an Authorization Request
- Install and use the table within 6 business days of its receipt from Visa
- Not disclose or distribute to any third party the ATM account range table

ID# 151014-010410-0008780

##### 6.2.7.12 ATM Authorization Routing – Cards Bearing the Plus Symbol

If an ATM Acquirer does not route all Transactions to Visa, it must both:

- Install and use the Plus account range table within 3 business days of receipt from Visa
- Use the Plus account range table to determine the routing of an Authorization Request for a Card bearing the Plus Symbol. This does not apply to licensees of the Plus System, Inc.

ID# 151014-010410-0006993

##### 6.2.7.13 Decline of an ATM Authorization Based on Expiration Date

An ATM Acquirer must not return or decline an ATM Transaction based on the expiration date, and must ensure that an ATM Authorization Request originating from an Expired Card is sent Online to the Issuer for an Authorization Response.

ID# 151014-010410-0006005

##### 6.2.7.15 ATM Transaction Timeout Time Limit

An ATM and its host system must not timeout a Transaction in less than 45 seconds.

ID# 151014-010410-0002405

##### 6.2.7.16 Card Retention at an ATM

An ATM is not required to have the ability to retain Cards. If it does have this ability, it may retain a Card only upon the request of the Issuer.

If a Card is retained, the Acquirer must both:

- Log it under dual custody immediately after removal from the ATM
- Render the Card unusable and return it to the Issuer. If the Card bears a Chip, the Chip must not be damaged.

ID# 151014-010410-0008063

#### 6.2.7.17 Accidental Card Retention at an ATM

If a hardware or software failure causes mistaken or accidental Card retention, an ATM Acquirer must return the Card to the Cardholder using the following procedures:

- Review positive Cardholder identification and compare the Cardholder's signature to that on the Card signature panel
- If the Cardholder does not request the return of the Card, the ATM Acquirer must follow Card retention rules

In the US Region, an ATM Acquirer must both:

- Obtain the Issuer's authorization to return the Card to the Cardholder
  - If the Cardholder requests a Manual Cash Disbursement, Authorization for the Cash Disbursement is considered as the Issuer's authorization to return the Card to the Cardholder.
  - If the Cardholder does not request a Cash Disbursement, the Acquirer must contact the Issuer's Authorizing Processor for Authorization to return the Card to the Cardholder.
- Notify the Issuer of the Card retention

ID# 151014-010410-0007014

#### 6.2.7.20 ATM EMV Capability in Australia and New Zealand – AP Region

##### Effective 1 January 2016

In the AP Region, an ATM in Australia and New Zealand must be fully EMV-Compliant and VIS-Compliant.

ID# 151014-060111-0026183

#### 6.2.7.21 Visa Mobile Prepaid Acceptance for ATM Transactions – AP Region, CEMEA Region, and LAC Region

In the AP Region, CEMEA Region, and LAC Region, an ATM Acquirer:

- Must transmit all of the following to complete Transaction when the Card is absent:
  - 16-digit Account Number
  - Expiration date
  - Valid PIN
- May choose to accept cardless Visa Mobile Prepaid ATM Transactions in addition to Transactions where the Card is present
- Is not required to read and transmit the contents of track 2 of the Magnetic Stripe or the Magnetic-Stripe Image from the Chip on the Card if the Transaction is initiated through key-entry by a Visa Mobile Prepaid account holder

ID# 151014-151112-0027683

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#### 6.2.7.22 Chip-Initiated ATM Transactions (Updated)

##### Effective through 11 March 2015

If a Chip Card cannot be read, an ATM may complete the Transaction by reading the Magnetic Stripe.

##### Effective through 11 March 2015

If the Acquirer-country combination exceeds international Fallback Transaction thresholds, the Member may be subject to penalties.

ID# 150415-010410-0004787

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#### 6.2.7.23 ATM Triple Data Encryption Standard (Triple DES) Requirements – Canada Region

In the Canada Region, all ATMs must be Triple Data Encryption Standard (Triple DES)-capable. All Online PIN-based Transactions initiated at ATMs must be Triple DES-encrypted end-to-end using double-length keys.

ID# 151014-010710-0004709

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#### 6.2.7.24 Scrip Terminal as ATM – US Region

In the US Region, a Scrip Terminal must not participate in the Visa ATM Network.

ID# 151014-010410-0004778

## 6.3 ATM Balance Inquiry Service

### 6.3.1 ATM Balance Inquiry Service Issuer Participation

#### 6.3.1.1 Balance Inquiry Service Issuer Participation

Issuer participation in the Balance Inquiry Service is optional. However, an Issuer must support the Balance Inquiry Service if the Issuer offers balance inquiry services through a network other than its proprietary network.

An Issuer that participates in the Balance Inquiry Service must do all of the following:

- Obtain certification from Visa
- Support Balance Inquiries as separate, non-financial transactions

ID# 151014-010410-0004074

### 6.3.2 ATM Balance Inquiry Service Acquirer Participation

#### 6.3.2.1 Balance Inquiry Service Acquirer Participation

To participate in the Balance Inquiry service, an ATM Acquirer must do all of the following:

- Obtain certification from Visa
- Display the balance in the currency of the ATM, either on the screen or on a receipt
- Support Balance Inquiries as separate, non-financial transactions

An ATM Acquirer must support the Balance Inquiry Service if it supports balance inquiry for any network other than its proprietary network. A participating ATM Acquirer receives a Balance Inquiry fee for each Balance Inquiry.

An ATM Acquirer may supply the Cardholder with any balance information provided by the Issuer as part of an ATM Cash Disbursement. The Issuer does not pay a fee for this service.

ID# 151014-010410-0004804

## 6.4 ATM Fees

### 6.4.1 ATM Access Fees

#### 6.4.1.1 Visa Rights Pertaining to ATM Access Fees

Visa reserves the right to request any of the following from an ATM Acquirer:

- Notice of intent to impose an Access Fee on international ATM Cash Disbursements
- A report with the physical location of each ATM and the total number of ATMs at which an Access Fee is imposed on international ATM Cash Disbursements
- Message display and language disclosure related to Access Fees on international ATM Cash Disbursements

ID# 151014-180409-0009039

#### 6.4.1.2 Acquirer Imposition of ATM Access Fees

An ATM Acquirer may impose an Access Fee on an international ATM Cash Disbursement if all of the following:

- It imposes an Access Fee on all other international ATM Cash Disbursements through any other network at the same ATM.
- The Access Fee is not greater than the Access Fee amount on all other international Transactions through any other network at the same ATM.
- The Access Fee is a fixed and flat fee.

The provisions for imposing an Access Fee do not apply to Cards issued by Members in the Visa Europe Territory, unless applicable laws or regulations expressly require that an ATM Acquirer be permitted to impose an Access Fee.

ID# 151014-180409-0007224

#### 6.4.1.3 ATM Message Display for Access Fees

If an ATM Acquirer imposes an Access Fee on an international ATM Cash Disbursement, the ATM Acquirer must do all of the following at the ATM:

- Inform the Cardholder that an Access Fee is assessed in addition to the charges assessed by the Issuer. The disclosure must comply with all of the following:

- Be in English and the local language equivalent
- Be as high a contrast or resolution as any other graphics on the terminal
- Contain the notice: Fee Notice "(Member Name) will assess a fee to cardholders for international ATM Cash Disbursements. This fee is added to the amount of your transaction and is in addition to any fees that may be charged by your financial institution."
- Identify the recipient of the Access Fee
- Inform the Cardholder of the Access Fee amount
- Request Cardholder approval of the Access Fee
- Provide the ability for the Cardholder to cancel the ATM Transaction

ID# 151014-180409-0007164

#### 6.4.1.4 ATM Access Fee in Clearing Record

An ATM Acquirer must submit an ATM Transaction for Clearing that includes the value of the cash dispensed to the Cardholder, as well as any Access Fee imposed.

ID# 151014-180409-0007229

#### 6.4.1.5 Domestic ATM Cash Disbursement Access Fees (Updated)

An ATM Acquirer must not impose an Access Fee on a domestic ATM Cash Disbursement unless applicable laws or regulations expressly require that an ATM Acquirer be permitted to impose an Access Fee.

An ATM Acquirer in a country where an Access Fee for domestic ATM Cash Disbursements is permitted by Visa must comply with the requirements specified for International ATM Cash Disbursement Access Fees and to the requirements specified in Section 6.4.1.1, "Visa Rights Pertaining to ATM Access Fees."

This does not apply in the AP Region to ATM Acquirers in Australia and Thailand, in the Canada Region, in the LAC Region to ATM Acquirers in Panama and Puerto Rico, and in the US Region.

ID# 150415-180409-0007996

#### 6.4.1.6 Domestic ATM Access Fee – Canada Region

In the Canada Region, an ATM Acquirer may impose an Access Fee on a domestic ATM Cash Disbursement.

An ATM Acquirer may impose an Access Fee if all of the following:

- It imposes an Access Fee on all other interchange transactions through other shared networks at the same ATM.
- The Access Fee is not greater than the Access Fee amount on all other interchange transactions through other shared networks at the same ATM.
- The Domestic Transaction is initiated by a Card issued by a Member other than the ATM Acquirer.
- The Access Fee is a fixed and flat fee.

ID# 151014-180409-0004715

#### 6.4.1.8 ATM Access Fee Disclosure – Canada Region

If a Canada ATM Acquirer imposes an Access Fee on an ATM Cash Disbursement, the ATM Acquirer must do all of the following at the ATM:

- Inform the Cardholder that an Access Fee is assessed in addition to the charges assessed by the Issuer
- Inform the Cardholder of the Access Fee amount
- Identify the ATM Acquirer as the recipient of the Access Fee
- Request Cardholder approval of the Access Fee
- Provide the ability for the Cardholder to cancel the Transaction

ID# 151014-010410-0004718

#### 6.4.1.9 Domestic ATM Access Fees in Russia – CEMEA Region (Updated)

In the CEMEA Region, a Domestic Transaction completed in a non-domestic currency by a Russia ATM Acquirer may be subject to an Access Fee added to the Transaction amount if all of the following conditions are met:

- The Access Fee is applied only to a Domestic Transaction
- The ATM dispenses both RUB and Foreign Currency
- The Cardholder is given the opportunity to cancel the Transaction and/or change the requested amount to be disbursed in RUB without incurring additional charges

ID# 150415-010410-0024130



##### 6.4.1.10 Visa Rights Pertaining to ATM Access Fees – US Region

Visa reserves the right to request any of the following from an ATM Acquirer in the US Region:

- Notice of intent to impose an Access Fee on ATM Cash Disbursements
- A report with the physical location of each ATM and the total number of ATMs at which an Access Fee is imposed on ATM Cash Disbursements
- Message display and language disclosure related to Access Fees on an ATM Cash Disbursements

ID# 151014-010410-0008829

##### 6.4.1.11 ATM Access Fee Disclosure – US Region

In the US Region, an ATM must disclose any ATM Access Fee to the Cardholder. The disclosures must comply with all of the following:

- Be readily visible to the Cardholder in the Cardholder's line of sight
- Be as high a contrast or resolution as any other graphics on the terminal
- Be a minimum of 4" x 4" and have:
  - A heading of at least an 18-point type font
  - Text of at least 14-point type font
- Inform the Cardholder that an Access Fee is assessed in addition to the charges assessed by the US Issuer
- Identify the recipient of the Access Fee
- Request Cardholder approval of the Access Fee
- Provide the ability for the Cardholder to cancel the ATM Transaction
- Contain one of the following notices:
  - Fee Notice "(Member Name) charges a (USD amount) fee to US Cardholders for withdrawing cash. This fee is added to the amount of your withdrawal and is in addition to any fees that may be charged by your financial institution."
  - Fee Notice "(Member Name) charges a (USD amount) fee for withdrawing cash. This fee is added to the amount of your withdrawal and is in addition to any fees that may be charged by your financial institution."
  - Fee Notice "(Member Name) may assess a fee to Cardholders for transactions. This fee is added to the amount of your transaction and is in addition to any fees that may be charged by your financial institution."

## Visa Product and Service Rules

### ATM

#### ATM Fees

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- Fee Notice "(Member Name) may assess a fee for transactions. This fee is added to the amount of your transaction and is in addition to any fees that may be charged by your financial institution."

ID# 151014-010410-0004766

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#### 6.4.2 ATM Travelers Cheque Fee

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##### 6.4.2.1 ATM Travelers Cheque Fee Disclosure

If an ATM dispenses traveler's cheques and charges a fee, the Member must disclose the fee to the Cardholder.

ID# 151014-010410-0004800

## 7 Transaction Processing

### 7.1 VisaNet Systems Use

#### 7.1.1 Use of VisaNet

##### 7.1.1.1 Submission of Domestic Transactions to VisaNet

Unless prohibited by applicable laws or regulations, a Member must submit all Domestic Transactions, not otherwise submitted for Clearing or Settlement, to VisaNet as Collection-Only. This includes, but is not limited to, any Transaction that is processed as follows:

- Through either:
  - A VisaNet Processor
  - A domestic switch or any other form of processor
- Under any domestic Private Agreement or bilateral agreement
- As an On-Us Transaction

The following Transaction types are not required to be submitted to VisaNet. However, a Member may choose to submit:

- Domestic ATM Cash Disbursements
- Domestic Manual Cash Disbursements

ID# 151014-151013-0027827

##### 7.1.1.2 Required Use of VisaNet for Processing – AP Region (Updated)

In the AP Region, a Member in Australia, Malaysia, Philippines, Singapore, Thailand, or Vietnam must authorize, clear, and settle all Domestic Transactions through VisaNet.

In Australia, this does not apply to:

- On-Us Transactions
- Domestic Transactions in a Face-to-Face Environment, on a co-badged Visa Card, where the domestic debit network associated with the co-badged acceptance mark is selected

In Malaysia, Philippines, Singapore, Thailand, and Vietnam, this does not apply to:

## Visa Product and Service Rules

Transaction Processing

VisaNet Systems Use

- ATM Transactions
- On-Us Manual Cash Disbursements
- Transactions on a co-badged Visa Card processed on the domestic debit network associated with the co-badged acceptance mark

In Malaysia, Philippines, Singapore, Thailand, and Vietnam, this includes:

- On-Us Transactions
- Transactions processed through a VisaNet Processor or any other Agent

ID# 150415-011011-0026201

### 7.1.1.3 Visa Debit Transactions – Canada Region

A Canada Visa Debit Acquirer must process all Visa Debit Transactions through VisaNet.

ID# 151014-010410-0008891

### 7.1.1.4 Required Use of VisaNet for Processing – US Region

A US Member must process Authorization Requests and Clearing Records for all Visa Transactions through VisaNet by one of the following:

- Directly
- Through a Clearing Processor
- By other means approved by Visa

A Member that wants to process Transactions by a means other than through VisaNet must submit to Visa a *VisaNet Processing Exception Request*.

A Member must submit to VisaNet as Collection-Only all Transactions, Chargebacks, and Representments processed by other means approved by Visa.

ID# 151014-010410-0005709

### 7.1.1.5 Non-Visa Debit Transaction Disclosure Requirements – US Region

A US Issuer that enables Non-Visa Debit Transaction processing and that does not require that all such transactions be authenticated by a PIN must do all of the following:

- Clearly communicate to its Cardholders at the time of implementation of such processing or at the time of issuance, and on an annual or more frequent basis thereafter, that it has enabled Non-Visa Debit Transaction processing and that it does not require that all such transactions be authenticated by a PIN
- Clearly communicate to its Cardholders the identity of the debit networks for which such transactions are enabled on the Visa Check Card or Visa Debit Card
- Provide Cardholders with examples of the types of Cardholder actions that may be required to initiate a Visa Transaction on such Cards
- At least 30 calendar days before implementation, notify Visa that it does not require that all Non-Visa Debit Transactions be authenticated by a PIN
- Clearly communicate to its Cardholders at the time of implementation of such processing or at the time of issuance, and on an annual or more frequent basis thereafter, that the provisions of its Cardholder agreement relating only to Visa Transactions are inapplicable to non-Visa transactions

ID# 151014-010410-0008884

## 7.2 Access to Visa Systems

### 7.2.1 Visa Extended Access

#### 7.2.1.1 Member Requirements for Visa Extended Access

If a Member has Visa Extended Access, the Member must use it to transmit its Interchange.

A Member must complete its migration to Visa Extended Access to access VisaNet. A Member must not make or attempt to make any repair, adjustment, alteration, or modification to Visa Extended Access.

This does not apply to a US Member using Direct Exchange (DEX).

ID# 151014-010410-0008744

#### 7.2.1.2 Member Support of Visa Extended Access

A Member that participates in Visa Extended Access must provide, at no cost to Visa, reasonable support requested by Visa for installing the V.I.P. System or BASE II, including all of the following:

- Providing a location that meets Visa requirements for installing Visa Extended Access on the Member's premises<sup>1</sup>

## Visa Product and Service Rules

### Transaction Processing

#### Access to Visa Systems

- Providing a sufficient number of qualified personnel that the Member will train to meet Visa specifications
- Maintaining V.I.P. System and BASE II records, documents, and logs required by Visa and providing them at Visa request
- Providing access to its premises and cooperating with Visa and its authorized agents in conjunction with the installation, service, repair, or inspection of Visa Extended Access<sup>1</sup>
- Notifying Visa promptly of any failure of Visa Extended Access to operate properly on its premises or the premises of its agent or independent contractor<sup>1</sup>
- Providing computer time and a sufficient number of qualified personnel required to ensure prompt and efficient installation and use of the V.I.P. System or BASE II Edit Package software supplied by Visa

In the Canada Region, Visa owns a Visa Extended Access server installed at a Member's location and is responsible for its acquisition, installation, and maintenance. Unless otherwise agreed by Visa, both:

- The Member may use the Visa Extended Access server only for V.I.P. System and BASE II processing.
- Members must not share a Visa Extended Access server.

<sup>1</sup> This does not apply to a US Member using Direct Exchange (DEX).

ID# 151014-010410-0003332

#### 7.2.1.3 Unavailability of Visa Extended Access

If a Member's Visa Extended Access is expected to be unavailable, the Member must either:

- If unavailable for fewer than 5 calendar days, prepare the transmission as usual and send the Interchange to Visa as soon as the VisaNet Access Point becomes available
- If unavailable for 5 or more calendar days, send the Interchange to Visa as soon as possible

This does not apply to US Member using Direct Exchange (DEX).

ID# 151014-010410-0003670

## 7.2.2 Clearing Processors

### 7.2.2.1 Clearing Processor Termination or Downgrade

If a Clearing Processor terminates receipt or transmission of Interchange or downgrades its VisaNet processing level the Clearing Processor must both:

- Notify Visa in writing at least 3 months before the termination or effective date of the downgrade
- Be responsible for the VisaNet access charges that would have been assessed until the designated termination date, if the Clearing Processor terminates the receipt or transmission of Interchange before the designated termination date

Access and processing levels must have been in effect for at least 12 months on the designated effective date of the downgrade or termination.

ID# 151014-050612-0027078

## 7.3 Authorization

### 7.3.1 Currency Requirements

#### 7.3.1.1 Basic Currency Conversion Rate Application – CEMEA Region

In the CEMEA Region, Visa applies the Basic Currency Conversion Rate to Transaction Receipts, Credit Transaction Receipts, and Cash Disbursements. The Basic Currency Conversion Rate for Intraregional and Interregional Transactions is either the wholesale Transactions market rate or government-mandated rate in effect one day before the Processing Date.

The Issuer may apply an Optional Issuer Fee on the Basic Currency Conversion Rate. Visa will only apply such a fee on the Issuer's instruction.

ID# 151014-010410-0005450

#### 7.3.1.2 Authorization Currency – CEMEA Region

A CEMEA Member must both:

- Submit Authorization Requests in the Transaction Currency

- Receive Authorization Requests in its Billing Currency

ID# 151014-010410-0008898

### 7.3.2 Authorization Routing

#### 7.3.2.1 Account Range Table for Authorization Routing

If an Acquirer chooses to use the account range table provided by Visa to determine the routing of an Authorization Request, it must use the account range table to validate Visa Cards and must install and use the table within 6 business days of receipt.

An Acquirer must not distribute the account range table without the prior written consent of Visa.

ID# 151014-010410-0008754

#### 7.3.2.2 Transaction Routing Requirement in Australia – AP Region

In the AP Region, an Australia Acquirer must route an Authorization Request to VisaNet if a Visa payWave or VIS-based Payment Application was selected to complete a Transaction.

ID# 151014-181113-0027964

### 7.3.3 Authorization Service Participation

#### 7.3.3.1 Acquirer Participation in Authorization Services

An Acquirer must participate in both the:

- International Automated Referral Service
- Card Verification Service

ID# 151014-010410-0005407

#### 7.3.3.2 Stand-In Processing (STIP) Transaction Approval

If Visa approves a Transaction in Stand-In Processing (STIP), both:



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### Transaction Processing

#### Visa Core Rules and Visa Product and Service Rules

- Visa provides the Acquirer with an Authorization Code based on the date, time, and Account Number.
- The Acquirer must provide the Authorization Code to the Merchant.

ID# 151014-010410-0005498

### 7.3.4 Member Provision of Authorization Services

#### 7.3.4.1 Authorization Service Requirement

A Member must provide Authorization services for all of its Cardholders or Merchants, 24 hours a day, 7 days a week, using one of the following methods:

- Directly, as a VisaNet Processor
- Through another VisaNet Processor, including Visa
- By other means approved by Visa

ID# 151014-010410-0004381

#### 7.3.4.2 Issuer Authorization Response Requirements

An Issuer must provide Authorization Responses and all of the following:

- Meet the assured Transaction response standards
- Participate in the International Automated Referral Service<sup>1</sup>
- Participate in the Card Verification Service

<sup>1</sup> This does not apply to Visa Electron Issuers.

ID# 151014-010410-0004382

### 7.3.5 Authorization Request Time Limits

#### 7.3.5.1 Intraregional Authorization Requests – Maximum Time Limit for Response

The maximum time limit for a response to an Authorization Request for an Intraregional Transaction is:

- 15 seconds without PIN data
- 30 seconds with PIN data
- In the CEMEA Region, 25 seconds with PIN data

If Visa does not receive an Authorization Response from an Issuer within the specified time limit, Visa will respond on behalf of the Issuer, using Stand-In Processing.

ID# 151014-010410-0004385

#### 7.3.5.2 Authorization Requests – Maximum Time Limit for Response – US Region

In the US Region, the maximum time limit for response to an Authorization Request to be received by the V.I.P. System from a Point-of-Transaction Terminal is:

- 10 seconds without PIN data
- 25 seconds with PIN data

ID# 151014-010410-0005426

#### 7.3.5.3 Average Authorization Response Time Standard – US Region

A US Issuer or its Authorizing Member (including Stand-In Processing) must respond to all Authorization Requests in an average time not exceeding 5 seconds during each calendar month.

ID# 151014-010410-0005425

### 7.3.6 Use of the Exception File

#### 7.3.6.1 Exception File Updates

An Issuer must add an Account Number to the Exception File if one or more of the following applies:

- A Visa Card or Visa Electron Card was reported lost, stolen, or counterfeit and must be recovered.
- A Deposit-Only Account Number is reported as compromised.
- Authorization must always be denied to the Account Number.
- Authorization must always be granted to the Account Number.
- Issuer-defined Authorization limits apply to the Account Number.

## Visa Product and Service Rules

### Transaction Processing

#### Visa Core Rules and Visa Product and Service Rules

- The Acquirer must contact the Issuer to obtain Authorization for the Account Number.

ID# 151014-010410-0003235

#### 7.3.6.2 Exception File Update Information

An Issuer must update the Exception File with all of the following information:

- Account Number
- Authorization Response
- Purge date of the record
- Card Recovery Bulletin Region where the Account Number should be published, if applicable

ID# 151014-010210-0001848

#### 7.3.7 Declines and Referrals

##### 7.3.7.1 Referral Response Limitation for Visa Electron Cards

A Visa Electron Issuer must not generate a Referral Response to an Authorization Request for a Visa Electron Card.

ID# 151014-010410-0004402

##### 7.3.7.3 Referral Response Limitation for Contactless Transactions – AP Region

In the AP Region, an Issuer must not send a Referral Response to an Authorization Request for a Contactless Transaction.

ID# 151014-151014-0028035

##### 7.3.7.4 Preauthorized Transaction Decline Response (Updated)

**Effective 28 February 2015**

Except as specified in the applicable VisaNet Manuals, a Preauthorized Transaction that receives a Decline Response may be resubmitted for Authorization up to 4 times within 16 calendar days from the date of the original Decline Response, in an attempt to receive approval, only if the Decline Response is one of the following Response Codes:

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### Transaction Processing

#### Authorization

- 05 (Authorization declined)
- 51 (Insufficient funds)
- 61 (Exceeds approval amount limit)
- 65 (Exceeds withdrawal frequency limit)

If an Approval Response is not received within this timeframe, the Merchant must not deposit the Transaction.

A Recurring Services Merchant must not resubmit a Transaction for Authorization if the Transaction receives a Pickup Response, or a Decline Response of Response Code 54 (Expired Card), Response Code 14 (Invalid Account Number [no such number]), or Response Code 57 (Transaction not permitted).

ID# 150415-010410-0006007

### 7.3.8 Cancellations and Reversals

#### 7.3.8.1 Requirement to Accept Authorization Reversal

An Acquirer that receives an Authorization Reversal from its Merchant must accept the Authorization Reversal and immediately forward it to Visa.

ID# 151014-010410-0005476

#### 7.3.8.2 Issuer Requirements for Matching Authorization Reversals

An Issuer that receives an Authorization Reversal must attempt to match the Authorization Reversal to a previous Authorization Request.

When matched, the Issuer must immediately both:

- Process the Authorization Reversal
- Release any applicable hold on the available funds in its Cardholder's account

ID# 151014-010410-0025592

### 7.3.9 Release of Authorization Holds

#### 7.3.9.1 Release of Hold on Real-Time Clearing Transactions – US Region

For a Real-Time Clearing Transaction, a US Issuer must release any hold on available funds in its Cardholder's account as a result of an approved Authorization request when either of the following occurs:

- Receipt of the Completion Message
- Expiration of the time limit for completion specified in the preauthorization request, if a Completion Message has not been received by that time

ID# 151014-010410-0006428

#### 7.3.9.3 Release of Hold on Status Check Procedure Transactions – US Region

For a Status Check Procedure Transaction, a US Issuer must, upon receipt of the Acquirer Confirmation Advice, release any hold on available funds in its Cardholder's account in excess of the final Transaction amount specified in the Acquirer Confirmation Advice.

ID# 151014-201012-0026795

### 7.3.10 Visa Debit with PIN

#### 7.3.10.1 Visa Debit with PIN Transactions – Preauthorization Transactions – US Region

A US Merchant that initiates a preauthorization request for a PIN-Authenticated Visa Debit Transaction must send a preauthorization completion message within X of the preauthorization request.

ID# 151014-140412-0026878

### 7.3.11 Partial Authorization

#### 7.3.11.1 Partial Authorization Service Participation

To participate in the Partial Authorization service, an Acquirer and its Processor must both:

- Support Partial Authorization Transactions and Authorization reversals

- Obtain systems certification from Visa to receive and transmit Visa Partial Authorization Transactions

ID# 151014-010410-0002515

#### 7.3.11.2 Partial Authorization Service Acquirer Participation – US Region

A US Acquirer must do all of the following:

- Obtain systems certification from Visa to receive and transmit Visa Partial Authorization transactions
- Support an Authorization Request message for terminals that have been programmed to accept a Partial Authorization Response
- Include the Partial Authorization indicator in the Authorization Request
- Support partial approval amounts and Partial Authorization Responses (Response code 10) from an Issuer for terminals that have been programmed to accept Partial Authorization Responses
- Accept and forward to Visa an Authorization Reversal received after a Partial Authorization Response
- Submit a Clearing Transaction for no more than the amount approved in the Partial Authorization Response

ID# 151014-010410-0003532

#### 7.3.11.4 Automated Fuel Dispenser Partial Authorization Merchant Requirements

An Automated Fuel Dispenser Merchant that participates in the Partial Authorization Service must do all of the following:

- Include the Partial Authorization indicator in the Authorization Request or Status Check Authorization
- For a Transaction where the full Transaction amount is included in the Authorization Request, submit a Clearing Transaction for no more than the amount approved in the Partial Authorization Response
- For a Status Check Authorization Transaction, submit a Clearing Transaction up to the amount approved in the Partial Authorization Response or one of the following, whichever is lower:
  - For a Chip-initiated or PIN-verified Transaction, USD 100 (or local currency equivalent)
  - For a US domestic Visa Fleet Card Transaction, USD 150
  - For all other Transactions, USD 75 (or local currency equivalent)

## Visa Product and Service Rules

### Transaction Processing

#### Visa Core Rules and Visa Product and Service Rules

- **Effective 15 April 2015**  
For a US Domestic Transaction, USD 100
- Submit an Authorization Reversal for either:
  - The difference between the amount approved in the Partial Authorization Response and the final Transaction amount, if the Cardholder's purchase is less than the Partial Authorization amount (except in the US Region)
  - The full amount of the Partial Authorization Response, if the Cardholder does not continue with the Transaction

ID# 151014-010410-0002520

### 7.3.12 T&E Authorizations

#### 7.3.12.1 T&E Incremental Authorizations – US Region

For a US Domestic Transaction, a Lodging Merchant or Car Rental Company must identify an incremental Authorization with the values in the required data fields.

ID# 151014-141212-0027514

### 7.3.13 Authorization Response Standards

#### 7.3.13.2 Minimum Monthly Approval Rate Requirements – US Region

A US Issuer must maintain the minimum monthly approval rates specified in Table 7-3, "Minimum Monthly Approval Rates – Visa Consumer Card Programs – US Region" and Table 7-4, "Minimum Monthly Approval Rates – Commercial Visa Products – US Region." The approval rate is the number of positive Responses as a percentage of all Authorization Requests processed.

Table 7-3: Minimum Monthly Approval Rates – Visa Consumer Card Programs – US Region

Category	Visa Traditional	Visa Signature and Visa Signature Preferred	Consumer Visa Check Card
Airlines/Car Rentals	92%	99%	92%
Lodging Merchants/ Cruise Lines	95%	99%	95%
Manual Cash Disbursements	Not applicable	95%	Not applicable

## Visa Product and Service Rules

### Transaction Processing

#### Authorization

Category	Visa Traditional	Visa Signature and Visa Signature Preferred	Consumer Visa Check Card
All Merchants (including those listed above)	95%	99%	95%

**Table 7-4: Minimum Monthly Approval Rates – Commercial Visa Products – US Region**

Category	Visa Business	Visa Signature Business	Visa Corporate	Visa Purchasing
Airlines/Car Rentals	96%	99%	98%	Not applicable
Lodging Merchants/Cruise Lines	97%	99%	98%	Not applicable
Manual Cash Disbursements	Not applicable	Not applicable	Not applicable	Not applicable
All Merchants (including those listed above)	96%	99%	98%	Not applicable

ID# 151014-010410-0005446

#### 7.3.13.4 Referral Response Limitations and Rates – US Region

A US Issuer must not:

- Send a Referral Response to an Authorization Request involving an Electronic Commerce Transaction
- Exceed the monthly referral rates listed in Table 7-6, "Maximum Monthly Referral Rates – Visa Consumer Card Programs – US Region" or Table 7-7, "Maximum Monthly Referral Rates – Commercial Visa Products – US Region."

The referral rate is the number of Referral Responses as a percentage of all Authorization Requests processed by an Issuer, excluding those processed by Stand-In Processing.

**Table 7-6: Maximum Monthly Referral Rates – Visa Consumer Card Programs – US Region**

Category	Visa Consumer Credit	Consumer Visa Check Card
Airlines	0.30%	0.50%
Lodging Merchants/Cruise Lines	0.20%	0.15%
Car Rental Companies	0.20%	0.20%



## Visa Product and Service Rules

### Transaction Processing

#### Visa Core Rules and Visa Product and Service Rules

Category	Visa Consumer Credit	Consumer Visa Check Card
All Merchants (including those listed above)	0.20%	0.20%

**Table 7-7: Maximum Monthly Referral Rates – Commercial Visa Products – US Region**

Category	Visa Business	Visa Signature Business	Visa Corporate	Visa Purchasing
Airlines	0.30%	0.30%	0.20%	0.10%
Lodging Merchants/Cruise Lines	0.10%	0.10%	0.10%	0.10%
Car Rental Companies	0.15%	0.15%	0.10%	0.10%
All Merchants (including those listed above)	0.20%	0.20%	0.15%	0.10%
International Transactions	0.20%	0.20%	0.15%	0.10%

ID# 151014-010410-0005443

## 7.4 Processing of Specific Transaction Types

### 7.4.1 Account Funding Transactions

#### 7.4.1.1 Account Funding Transaction Requirements

An Account Funding Transaction must comply with all of the following:

- Be processed through VisaNet as a purchase Transaction
- If authorized, include the Account Funding Transaction indicator in the Authorization and Clearing Records
- Be cleared for the same amount approved in the Authorization

An Account Funding Transaction originating in the US Region must comply with all of the following:

- Be processed as a purchase Transaction

## Visa Product and Service Rules

### Transaction Processing

#### Processing of Specific Transaction Types

- Include the Electronic Commerce Indicator
- Include the Account Funding Transaction indicator

ID# 151014-010410-0002890

#### 7.4.2 Manual Cash Disbursements

##### 7.4.2.1 Manual Cash Disbursement Transaction Currency

The Transaction Currency for a Manual Cash Disbursement must be all of the following:

- Currency dispensed
- Currency in the Authorization Request
- Currency presented into Interchange

ID# 151014-010410-0006862

#### 7.4.3 Automated Fuel Dispenser Transactions

##### 7.4.3.1 Automated Fuel Dispenser Requirements – US Region

A US Acquirer that has a Merchant Agreement with an Automated Fuel Dispenser Merchant that uses the Status Check Procedure must both:

- Send an Acquirer Confirmation Advice identifying the final Transaction amount within X of Status Check Authorization
- Ensure that the amount transmitted in the Acquirer Confirmation Advice equals the amount transmitted in the Clearing Record

ID# 151014-201012-0026793

##### 7.4.3.2 Automated Fuel Dispenser Real-Time Clearing Transaction Processing – US Region

A US Automated Fuel Dispenser Merchant that participates in Real-Time Clearing must also participate in Partial Authorization.

A Real-Time Clearing Transaction must identify the preauthorization time limit in field 63.2 of the Authorization message.

## Visa Product and Service Rules

### Transaction Processing

#### Visa Core Rules and Visa Product and Service Rules

The Completion Message must be for an amount equal to or less than the authorized amount, including partial approvals.

ID# 151014-010410-0007391

#### 7.4.4 Bill Payment Transactions

##### 7.4.4.1 Bill Payment Transaction Data – US Region

A US Acquirer must identify a Bill Payment Transaction in the Authorization Request and Clearing Record.

ID# 151014-010410-0008913

#### 7.4.6 Online Gambling Transactions

##### 7.4.6.1 Quasi-Cash/Online Gambling Transaction Indicator

For a Quasi-Cash Transaction, the Quasi-Cash/Online Gambling Transaction indicator must appear in both the Authorization Request and Clearing Record.

This does not apply in the CEMEA Region to Members in South Africa.

ID# 151014-010410-0002886

#### 7.4.7 Commercial Payables Transactions

##### 7.4.7.1 Authorization Request and Settlement Amount Match (Updated)

**Effective through 14 October 2014**

In the US Region, Visa will return a Commercial Payables Transaction to an Acquirer for resubmission if the amount in the Clearing Record does not match the amount in the Authorization Request and all of the following conditions apply:

- Card is a Visa Purchasing or Visa Fleet Card
- Issuer has enrolled to participate in the Authorization and Settlement Match service
- Visa Purchasing Card BIN or account range (including Visa Fleet Card BIN or account range) is enrolled in the Authorization and Settlement Match service

## Visa Product and Service Rules

### Transaction Processing

#### Processing of Specific Transaction Types

- Transaction occurs in a Card-Absent Environment

##### Effective 15 October 2014

Visa will return a Commercial Payables Transaction to the Acquirer for resubmission if the amount in the Clearing Record does not match the amount in the Authorization Request and all of the following conditions apply:

- Card is a Visa Purchasing or Visa Fleet Card
- Issuer has enrolled to participate in the Authorization and Settlement Match service
- The Visa Purchasing Card BIN or account range (including Visa Fleet Card BIN or account range) is enrolled in the Authorization and Settlement Match service
- Transaction occurs in a Card-Absent Environment

ID# 150415-151014-0026827

#### 7.4.8 Card-Absent Environment Transactions

##### 7.4.8.1 Mail/Phone Order Expiration Date in Authorizations – AP Region

In the AP Region, an Authorization Request for a Mail/Phone Order Transaction must include the Card expiration date.

This does not apply to Recurring Transactions, which do not require an expiration date in the Authorization Request.

ID# 151014-010410-0005333

#### 7.4.9 Recurring Transactions

##### 7.4.9.1 Recurring Transactions – Acquirer Requirements (Updated)

For a Recurring Transaction, an Acquirer must:

- Ensure that its Recurring Services Merchant obtains an Authorization for all Recurring Transactions
- **Effective 28 February 2015**  
Ensure that its Recurring Services Merchant does not resubmit a Preauthorized Transaction for Authorization more than 4 times within 16 calendar days from the date of the original Decline Response, if the Decline Response is one of the following Response Codes:

## Visa Product and Service Rules

### Transaction Processing

#### Visa Core Rules and Visa Product and Service Rules

- 05 (Authorization declined)
- 51 (Insufficient funds)
- 61 (Exceeds approval amount limit)
- 65 (Exceeds withdrawal frequency limit)
- **Effective 28 February 2015**  
Ensure that its Recurring Services Merchant does not resubmit a Transaction for Authorization if the Transaction receives a Pickup Response, or a Decline Response of Response Code 54 (Expired Card), Response Code 14 (Invalid Account Number [no such number]), or Response Code 57 (Transaction not permitted).
- Submit the Recurring payment indicator in both the:
  - Authorization Request
  - Clearing Record

ID# 150415-011012-0008652

#### 7.4.9.2 Electronic Commerce Indicator for Recurring Transactions – US Region

In the US Region, if an Order Form for a Recurring Transaction is provided to a Merchant in an electronic format, the initial Transaction must be processed with the appropriate Electronic Commerce Indicator.

Subsequent Recurring Transactions must be processed as Recurring Transactions.

The initial Transaction may be populated with the recurring payment indicator.

ID# 151014-170513-0004638

#### 7.4.10 Original Credit Transactions

##### 7.4.10.1 Original Credit Transaction Chargeback Reversal

A Recipient Member that processed a Chargeback for an Original Credit Transaction may only initiate a Chargeback Reversal within one calendar day of the Chargeback Processing Date.

ID# 151014-161213-0027786

### 7.4.11 Visa Purchasing Card Transactions

#### 7.4.11.1 Visa Purchasing Card Transaction Data

An Acquirer that accepts a Visa Purchasing Card Transaction must provide the Issuer with any Cardholder reference data or other relevant Transaction information supplied by a Merchant.

ID# 151014-010410-0008893

### 7.4.12 Visa Fleet Card Transactions

#### 7.4.12.1 Visa Fleet Card – Enhanced Data (Updated)

##### Effective through 16 April 2015

An Acquirer that contracts with a Merchant to accept a Fleet Service-enhanced Visa Commercial Card must provide an Issuer with the Enhanced Data if provided by its Merchant in the Authorization and Clearing Record.

##### Effective 17 April 2015

An Acquirer that contracts with a Merchant to accept a Visa Fleet Card must provide the Issuer or the Issuer's agent with the Enhanced Data if provided by its Merchant in the Authorization and Clearing Record.

ID# 150415-010410-0008894

#### 7.4.12.2 Visa Fleet Card Enhanced Data Requirements – US Region (Updated)

A US Merchant that accepts a Visa Fleet Card must provide Enhanced Data for Visa Fleet Card Transactions classified with any of the following MCCs:

- 4468 (Marinas, Marine Service, and Supplies)
- 5499 (Miscellaneous Food Stores – Convenience Stores and Specialty Markets)
- 5541 (Service Stations)
- 5542 (Automated Fuel Dispensers)
- 5983 (Fuel Dealers – Fuel Oil, Wood Coal, and Liquefied Petroleum)

## Visa Product and Service Rules

### Transaction Processing

#### Visa Core Rules and Visa Product and Service Rules

A US Acquirer that processes Visa Fleet Card Transactions must provide both Cardholder-supplied data and supplemental Transaction data for these Transactions.

ID# 150415-140213-0027524

## 7.5 Clearing

### 7.5.1 File Processing

#### 7.5.1.1 Acquirer Responsibility for Visa Transactions – US Region

A US Acquirer is responsible for Visa Transactions it submits into Interchange, including, but not limited to, any Transaction properly charged back by an Issuer, regardless of the Acquirer's ability to return the Transaction to the Merchant for any reason.

ID# 151014-010410-0005077

#### 7.5.1.2 Duplicate Interchange File Requirements

A Member must generate a duplicate Interchange File before transmitting Interchange to Visa and retain this file for 15 calendar days after the Settlement Date.

ID# 151014-010410-0003372

### 7.5.2 Currency Conversion

#### 7.5.2.1 Billing Currency Conversion

Visa converts the Billing Currency to the Acquirer's Settlement Currency using the Basic Currency Conversion Rate.

ID# 151014-171009-0003298

### 7.5.3 PIN-Authenticated Visa Debit Adjustments

#### 7.5.3.1 PIN-Authenticated Visa Debit Transaction Adjustments – US Region

If a US Acquirer processes an Adjustment to a PIN-Authenticated Visa Debit Transaction to correct a Merchant or Acquirer processing error that causes an out-of-balance situation, it must both:

- Process the Adjustment within 45 calendar days of the purchase date of the original Transaction
- Process the Adjustment for the correct Transaction amount

A US Acquirer may process a first Presentment as an Original Adjustment when all of the following apply:

- Original Transaction resulted from a PIN-Authenticated Visa Debit Transaction
- Connection between the Merchant and its Authorizing Processor was inoperable
- Merchant completed the Transaction without obtaining an Authorization

An Acquirer must not process an Original Adjustment if the original Transaction received a Decline Response.

The Acquirer must not process an Adjustment subsequent to a Chargeback.

ID# 151014-140412-0026510

#### 7.5.3.2 Online Check Card (Check Card II) Transaction Adjustments – US Region

##### Effective for Transactions completed through 30 June 2015

A US Acquirer may process an Adjustment to an Online Check Card Transaction to correct a Merchant or Acquirer processing error that causes an out-of-balance situation. The Acquirer must do all of the following:

- Process the Adjustment within 10 calendar days of the purchase date of the original Transaction
- Process a Clearing Reversal for the incorrect Transaction
- Process the Adjustment for the correct Transaction amount

##### Effective for Transactions completed through 30 June 2015

A US Acquirer may process a first Presentment as an Original Adjustment when all of the following apply:

- Original Transaction resulted from an Online Check Card Transaction



- Connection between the Merchant and its Authorizing Processor was inoperable
- Merchant completed the Transaction without obtaining an Authorization

#### Effective for Transactions completed through 30 June 2015

A US Acquirer must not process an Original Adjustment if the original Transaction received a Decline Response.

ID# 151014-010410-0008883

### 7.5.4 Reversals

#### 7.5.4.1 Permitted Use of Clearing Reversals – US Region

In the US Region, if a Clearing Processor that cleared Interchange through VisaNet detects duplicate or erroneous data before sending it to Visa, the Clearing Processor must correct the data before transmission.

If incorrect data has already been transmitted, a Clearing Reversal may be initiated by either the Clearing Processor that originated the duplicate or erroneous transmission or by Visa.

The Clearing Processor may use a Clearing Reversal only to correct either:

- Inadvertent processing errors (for example: duplicate processing), as described in Section 12.5.2.1, "Duplicate or Erroneous Data Fee – US Region"
- Individual Transactions that were transmitted twice or contain erroneous data

To reverse a duplicate or erroneous Interchange transmission, the Clearing Processor must do all of the following:

- Immediately notify Visa of any duplicate or erroneous data transmitted, including any of the following:
  - An entire day's Interchange duplication
  - Batches of previously transmitted Interchange
  - Batches captured more than once on the same outgoing Interchange File
- Replace the Transaction codes of the duplicate Transactions with the appropriate Clearing Reversal codes
- Not change any other information in the duplicate Transactions
- Send the corrected file on the next transmission day

ID# 151014-010410-0008882

#### 7.5.5 Data Requirements

##### 7.5.5.1 Interchange Data Element Requirements

An Acquirer that sends Interchange through BASE II must use the data elements listed in the applicable VisaNet Manuals.

ID# 151014-010410-0005521

##### 7.5.5.2 Visa Prepaid Card Purchase Transaction Data

A Transaction representing the purchase of a Visa Prepaid Card must be processed as a retail purchase, including transmission of a special Visa Prepaid Card indicator in the Transaction Record.

ID# 151014-010410-0002516

##### 7.5.5.3 Visa Commercial Card Data Requirements – LAC Region

In the LAC Region, a Brazil Acquirer must ensure that the Clearing Record for a Transaction completed with a Visa Commercial Card of a government program includes the Merchant legal name and Merchant tax identification number.

ID# 151014-010410-0027384

##### 7.5.5.4 Visa Prepaid Card Data Requirements – LAC Region (Updated)

In the LAC Region, a Brazil Acquirer must ensure that the Clearing Record for a Transaction completed with a Visa Prepaid Card of a government program includes the Merchant legal name and Merchant tax identification number.

ID# 150415-011014-0029036

##### 7.5.5.5 Credit Vouchers for Airline/Railway Tickets – US Region (Updated)

**Effective for Transactions completed through 16 October 2014**

For a CPS/Passenger Transport Transaction, a US Acquirer must provide the Airline/Railway Ticket Identifier that was associated with the original Transaction for the related Credit Voucher Transaction.

## Visa Product and Service Rules

### Transaction Processing

#### Visa Core Rules and Visa Product and Service Rules

##### Effective for Transactions completed on or after 17 October 2014

For a CPS/Passenger Transport Credit Voucher Transaction that originates in the US Region, an Acquirer must provide the following data associated with the original Transaction, as applicable:

- Airline Ticket Identifier
- Railway Ticket Identifier
- For an Ancillary Purchase Transaction, a general description of goods and services

ID# 150415-010410-0006542

### 7.5.6 Transaction Timeframes

#### 7.5.6.1 Delayed Delivery Transaction Deposit Timeframes

For a Delayed Delivery Transaction, a Merchant may deposit the Transaction for the delayed delivery deposit before delivery of the goods or services.

The Merchant must not deposit the Transaction for the balance before delivery of the goods or services.

ID# 151014-010410-0008993

## 7.6 Processing Errors

### 7.6.1 Transaction Error Handling

#### 7.6.1.1 Australia Domestic Processing Error Notification – AP Region

In the AP Region, an Australia Member must do one of the following in the event of a domestic processing error:

- If the error impacts only one domestic Member, either:
  - Contact and advise the affected Member directly
  - Keep Visa informed of the processing error by emailing the details specified in Section 7.6.1.2, "Australia Processing Error Advice to Visa – AP Region"
- If the error impacts more than one domestic Member, either:

- Advise Visa of the processing error and request assistance to circulate the impact notification to other domestic Members with the information specified in Section 7.6.1.2, "Australia Processing Error Advice to Visa – AP Region"
- Advise Visa of the processing error and circulate the impact notification to other domestic Members directly with the information specified in Section 7.6.1.2, "Australia Processing Error Advice to Visa – AP Region"

ID# 151014-060111-0026164

#### 7.6.1.2 Australia Processing Error Advice to Visa – AP Region

In the AP Region, an Australia Member that notifies Visa of a processing error must send the notification to Visa within 24 hours of identifying the processing error. If the notification contains sensitive information (for example: Card account information), the file must be encrypted with a password before it is emailed to Visa.

The notification to Visa must be sent via email to Visa with the subject: AU, [Member Name] – Processing Error Notification.

The email must indicate the action required from Visa and must contain all of the following:

- Brief description of the error/impact, including estimated volume of transactions
- Brief description of the action plan to rectify error/reduce impact
- Processing Date of the original file/transactions, as applicable
- Processing Date of the duplicate file/transactions, as applicable
- Transaction reference number range, if available
- Merchant name, where appropriate
- Anticipated file refund/reversal date, if applicable
- Member contact information, including telephone number and email address

ID# 151014-060111-0026165

## 7.7 Online Financial and Deferred Clearing

### 7.7.1 Online Financial and Deferred Clearing Requirements

#### 7.7.1.1 Online Financial Transaction Authorization Requests

An Online Financial Transaction Authorization Request for a Visa or Visa Electron Transaction must originate at an ATM or a Point-of-Transaction Terminal and include the:

- Entire unaltered contents of track 1 or track 2 of the Magnetic Stripe or the Magnetic-Stripe Image on the Chip
- Final amount of the Transaction

A purchase Transaction may be key-entered either:

- In a Card-Absent Environment
- If the Magnetic Stripe cannot be read. This does not apply to a Visa Electron Transaction, which may not be key-entered.

ID# 151014-010410-0008863

#### 7.7.1.2 Clearing Reversals for Online Financial and Deferred Clearing Transactions – US Region

A US Acquirer must process a Clearing Reversal for an Online Financial or Deferred Clearing Transaction if either the:

- Acquirer, Merchant, or terminal did not receive an Authorization Response
- Transaction is subsequently voided or cancelled

ID# 151014-010410-0005735

### 7.8 Single Message System (SMS)

#### 7.8.1 Single Message System Requirements

##### 7.8.1.1 PIN-Authenticated Visa Debit Transaction Single Message System Processing Requirement – US Region

A US Acquirer must ensure that a PIN-Authenticated Visa Debit Transaction is processed as an Online Financial Transaction through the Single Message System.

ID# 151014-140412-0027085

### 7.9 Transaction Deposits

#### 7.9.1 Transaction Deposit Requirements

##### 7.9.1.1 Merchant Location Identification

A Merchant with multiple Merchant Outlets must identify the location of the Merchant Outlet for each Transaction in the Transaction data it deposits with its Acquirer.

ID# 151014-010410-0002982

### 7.10 Transaction Processing Time Limits and Dates

#### 7.10.1 Processing Time Limits

##### 7.10.1.1 Acquirer Processing Timeframes (Updated)

An Acquirer must process Transactions within the following timeframes:

## Visa Product and Service Rules

### Transaction Processing

#### Visa Core Rules and Visa Product and Service Rules

**Table 7-8: Acquirer Processing Timeframe Requirements**

Transaction Type	Processing Date – AP Region, Canada Region, CEMEA Region, LAC Region	Processing Date – US Region
ATM	Within 3 calendar days from the Transaction Date (excludes Transaction Date, Processing Date, and Sundays)	ATM Transactions must be processed through the Single Message System
Automated Fuel Dispenser (Domestic Transactions in the AP Region in Malaysia)	Within 2 local business days from the Transaction Date (includes Transaction Date and Processing Date)	
In-Transit	Within 5 calendar days of the Transaction Date	Within 5 calendar days of the Transaction Date
Merchandise Return/Credit – All except centrally processed multiple Merchant Outlets <sup>1</sup> and exceptions included in this table	Within 15 <sup>2</sup> calendar days from the Transaction Date	Within 5 <sup>3</sup> calendar days of the Transaction Date
Merchandise Return/Credit – Centrally processed multiple Merchant Outlets <sup>1</sup>	Within 30 <sup>2</sup> calendar days of the Transaction Date	Within 10 <sup>3</sup> calendar days from the Transaction Date
Preauthorized Health Care	Not applicable	Within 90 calendar days of the service date
Purchase – All except centrally processed multiple Merchant Outlets <sup>1</sup> and exceptions included in this table	Within 15 <sup>2,4</sup> calendar days from the Transaction Date	Within 10 <sup>3</sup> calendar days from the Transaction Date
Purchase – Centrally processed multiple Merchant Outlets <sup>1</sup>	Within 30 <sup>2,4</sup> calendar days of the Transaction Date	Within 20 <sup>3</sup> calendar days from the Transaction Date
Visa Electron	Within 3 local business days from the transaction date	Within 3 local business days from the transaction date
Visa Prepaid Load Service (in the US Region, Visa ReadyLink)	Within 2 calendar days from the Visa Prepaid Load Service date	Visa ReadyLink Transactions must be processed through the Single Message System

## Visa Product and Service Rules

### Transaction Processing

#### Transaction Processing Time Limits and Dates

Transaction Type	Processing Date – AP Region, Canada Region, CEMEA Region, LAC Region	Processing Date – US Region
<p><sup>1</sup> In the US Region, includes the following Merchant types: transportation companies subject to federal or foreign regulations, oil companies, Car Rental Companies, Hotels, motels, restaurant chains, and other Merchant categories specified by Visa.</p> <p><sup>2</sup> In the AP Region, within 8 business days of the Transaction Date. Excludes Visa Electron; includes Transaction Date and Processing Date</p> <p><sup>3</sup> In the US Region, additional requirements for Transaction Receipt processing time limits apply to Electronic Interchange Reimbursement Fee Transactions, Payment Service Interchange Reimbursement Fee Transactions, Preauthorized Health Care Transactions, and Supermarket Incentive Program Transactions.</p> <p><sup>4</sup> <b>Effective 18 April 2015</b> For an Egypt Domestic Transaction, within 10 calendar days of the Transaction Date</p>		

The Processing Date and Transaction Date are each counted as one day.

ID# 150415-120913-0027796

#### 7.10.1.2 Valid Transaction Dates

For the Transaction types shown, the Transaction Date is determined as follows:

**Table 7-9: Determination of Transaction Date**

Transaction Type	Transaction Date	Region
Aggregated	Date of the final Transaction	All
Airline and passenger railway	Ticket-issuing date	US
Car Rental	Car return or prepayment date	US
Cruise Line	Any time within 24 hours of arrival	All except US
	Disembarkation, prepayment, or final payment date	US
Deferred Payment	Billing date, which must be no later than 90 days from the initial shipment date	All
Delayed Delivery	Shipment date, if goods or services are not shipped within 30 calendar days of the order	All



## Visa Product and Service Rules

### Transaction Processing

#### Visa Core Rules and Visa Product and Service Rules

Transaction Type	Transaction Date	Region
In-Transit	The earlier of either the: <ul style="list-style-type: none"><li>• Date the Transaction Receipt is issued, if the Transaction is submitted by the Acquirer while the vehicle is in transit</li><li>• Any time within 24 hours of arrival of the transport vehicle</li></ul>	All
Lodging	Check-out or prepayment date	US
Preauthorized Health Care	Date on which the Health Care Merchant receives notice of adjudication from the Cardholder's insurance company	US
Transaction in which goods are shipped	Shipment date. A Merchant must not obtain Authorization more than 7 calendar days before the goods are shipped.	All
Transaction involving prepayment of services	Date of Cardholder prepayment	All

ID# 151014-010410-0005753

## 7.11 Settlement

### 7.11.2 Settlement Requirements – AP Region

#### 7.11.2.2 Member Responsibility for Settlement Obligations – AP Region

An AP Member is responsible for all Settlement obligations owed to Visa by any entity or subsidiary owned or controlled by the Member, even if the entity is legally independent of the Member. Visa may offset any amount owed to Visa by the entity or subsidiary against the Member accounts, Branches, or other owned or controlled entity worldwide.

ID# 151014-010410-0005423

##### 7.11.2.3 Clearing Cutoff Time for VisaNet Processors in Australia – AP Region

In the AP Region, a domestic VisaNet Processor in Australia must adhere to Australia Eastern Standard Time or Eastern Daylight Savings Time based on the local Settlement Bank's Settlement site as the cut-off time for the Clearing of BASE II files.

ID# 151014-060111-0026166

##### 7.11.3 Settlement Requirements – Canada Region

###### 7.11.3.1 Requirement to Participate in National Net Settlement – Canada Region

Unless a Canada Member has a Private Agreement for Settlement of Domestic Transactions, the Member must participate in the Canada National Net Settlement Service.

ID# 151014-010410-0005429

###### 7.11.3.2 National Net Settlement Service Disputes – Canada Region

In the Canada Region, Visa is the sole and final authority for the resolution of any disputes with respect to the Canada National Net Settlement Service.

ID# 151014-010410-0005436

##### 7.11.5 Settlement Requirements – LAC Region

###### 7.11.5.4 National Net Settlement Participation – LAC Region (Updated)

In the LAC Region, a Venezuela Member must do all of the following:

- Enroll in and certify with Visa for the National Net Settlement Service
- Process all Domestic Transactions in local currency
- Correctly submit all qualifying Domestic Transactions into Interchange
- Settle all qualifying Domestic Transactions, processed in local currency, through the National Net Settlement Service

ID# 150415-150614-0029038

##### 7.11.5.5 Requirement to Participate in Venezuela and Brazil National Net Settlement Service – LAC Region (Updated)

In the LAC Region, a Venezuela and Brazil<sup>1</sup> Member must do all of the following:

- Enroll in and certify with Visa for the National Net Settlement Service
- Process all Domestic Transactions in local currency
- Correctly submit all qualifying Domestic Transactions into Interchange
- Settle all qualifying Domestic Transactions through the National Net Settlement Service

<sup>1</sup> Effective 1 December 2014

ID# 150415-010410-0028923

##### 7.11.6 Settlement Requirements – US Region

###### 7.11.6.5 Member Responsibility for Settlement Financial Obligations – US Region

A US Member is responsible for any amount due for all Transaction Receipts bearing its BIN and resulting from a Merchant or another Member honoring a valid, properly presented Card.

ID# 151014-010410-0005710

###### 7.11.6.6 Prohibition against Transferring Obligation to Pay – US Region

A US Acquirer must not waive, release, abrogate, or otherwise assign to a non-Member its obligation to guarantee and ensure payment for all Transactions in which its Merchant honored a valid Visa Card properly presented for payment.

ID# 151014-010410-0005146

###### 7.11.6.7 Requirement for Funds Held by Acquirer – US Region

A US Acquirer holding funds as security to ensure proper Merchant performance must hold the funds in an account in the Merchant's name.

ID# 151014-010410-0005147

#### 7.11.7 Member Readiness for Settlement

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##### 7.11.7.1 Member Readiness for Settlement

Upon submission of a Clearing Record to VisaNet, a Member must be ready to settle the Transaction within the timeframe specified by Visa for the applicable settlement service and Settlement Currency.

ID# 151014-120614-0029031

## 8 Processing Products

### 8.1 Use of Visa Systems

#### 8.1.1 VisaNet Access Points

##### 8.1.1.1 Deployment of Visa Systems at User Sites

A participating Member, VisaNet Processor, or Visa Merchant Direct Exchange Merchant that deploys a Visa system must provide, at no cost to Visa, all of the following:

- A location that meets Visa requirements for installing one or more VisaNet Access Points on the Member's, VisaNet Processor's, or Visa Merchant Direct Exchange Merchant's premises
- A sufficient number of qualified personnel that the Member, VisaNet Processor, or Visa Merchant Direct Exchange Merchant has trained to meet Visa specifications
- Upon Visa request, access to the premises of the Member, VisaNet Processor, or Merchant, and cooperation with Visa and its authorized agents or representatives for the installation, service, repair, or inspection of the VisaNet Access Points
- Computer time and a sufficient number of qualified personnel to ensure prompt and efficient installation and use of the VisaNet software supplied by Visa
- Any other support reasonably requested by Visa for the installation of Visa systems

A participating Member, VisaNet Processor, or Visa Merchant Direct Exchange Merchant must:

- Maintain VisaNet records, documents, and logs and provide them to Visa upon request
- Notify Visa promptly if a VisaNet Access Point for which it is responsible fails to operate properly

ID# 151014-050612-0027076

##### 8.1.1.2 Prohibition against VisaNet Access Point Modification

No party may make or attempt to make any repair, adjustment, alteration, or modification to a VisaNet Access Point, except as expressly authorized by Visa.

ID# 151014-050612-0027074

### 8.1.1.3 VisaNet Access Point Security

A Visa Merchant Direct Exchange Merchant must provide the same level of security for its VisaNet Access Points as it provides for its proprietary systems.

ID# 151014-050612-0027075

### 8.1.1.4 VisaNet Access Point Restrictions – AP Region

An AP Member may use a VisaNet Access Point only for V.I.P. System and BASE II processing.

AP Members must not share a VisaNet Access Point without the prior written consent of Visa. If Visa permits Members to share a VisaNet Access Point for BASE II transmissions, Visa may schedule the sequence and processing times of the transmissions.

ID# 151014-010410-0007418

## 8.1.2 Visa Merchant Direct Exchange

### 8.1.2.1 Visa Merchant Direct Exchange Transaction Delivery

An Acquirer of a Visa Merchant Direct Exchange Merchant must both:

- Be capable of receiving VisaNet reports or records as notification that:
  - Clearing and Settlement occurred for Transactions submitted by the Merchant
  - Payment is due to the Merchant
- Accept responsibility for Visa Merchant Direct Exchange Merchant Transactions

ID# 151014-050612-0027077

## 8.2 Cardholder Loyalty Programs

### 8.2.1 Visa Extras

#### 8.2.1.2 Visa Extras – Issuer Reporting Requirements – US Region

A US Issuer that participates in the Visa Extras Program must report to Visa all Points-eligible Cardholder Transactions, Chargebacks, and Transaction reversals not sent through VisaNet.

ID# 151014-010410-0008900

#### 8.2.1.3 Visa Extras – Program Description and Requirements – US Region

In the US Region, the Visa Extras Program is a Points-based loyalty program that enables participating Cardholders to earn Points toward rewards consisting of goods or services based on their eligible Visa purchase Transactions.

ID# 151014-010410-0002524

#### 8.2.1.4 Visa Extras Deductions – US Region

Points will be deducted from a US Cardholder's Points account for Credit Transactions, Transaction reversals, and Chargebacks.

ID# 151014-010410-0002536

#### 8.2.1.9 Visa Extras Points Aggregation – US Region

In the US Region, Points may be aggregated across Cards within a single Card product type or across multiple Card product types within a single Issuer, as specified in the *Visa Extras Service Description*. Points are not transferable between Issuers.

ID# 151014-010410-0008379

#### 8.2.2 Visa Integrated Redemption – US Region

##### 8.2.2.1 Visa Integrated Redemption Acquirer Participation Requirements – US Region

A US Acquirer that participates in Visa Integrated Redemption must comply, and ensure that its participating payment technology provider complies, with all participation, operating, and other requirements.

ID# 151014-120913-0027850

#### 8.2.3 Visa Loyalty Platform Services

##### 8.2.3.1 Visa Loyalty Platform Services Issuer Participation Requirements

An Issuer that participates in the Visa Loyalty Platform Services must obtain the necessary consents from all Cardholders and Merchants.

ID# 151014-151010-0025865

##### 8.2.3.2 Visa Loyalty Platform Services Rewards Fulfillment

An Issuer must:

- Within X days of receiving the Funds Disbursement from Visa, credit to the participating Cardholder's account the amount of the discount received for qualifying purchases at a participating Merchant
- Not change the originating Merchant name and city information before posting this information to a Cardholder's statement

ID# 221014-151014-0028028



## 8.3 Visa Information Systems

### 8.3.1 Visa Online

#### 8.3.1.1 Use of Visa Online

A Member, a VisaNet Processor, and any other authorized user that use Visa Online are subject to the Visa Online participation requirements.

A Member is responsible for a designated VisaNet Processor or other authorized user's use of the Visa Online materials, software, and information.

Visa Online and the information obtained through Visa Online are the property of Visa and are for the sole use of Members, VisaNet Processors, and other authorized users in support of Visa programs. A Member, VisaNet Processor or any other authorized user must not disclose any information from Visa Online unless permitted by the Visa Rules or otherwise authorized in writing by Visa.

ID# 151014-050512-0026950

### 8.3.2 VisaVue Online

#### 8.3.2.1 VisaVue Online Member Participation Requirements

To use VisaVue Online, a Member must sign a *VisaVue Member Participation Agreement*.

ID# 151014-010410-0026471

## 8.4 Original Credit Transactions

### 8.4.1 Original Credit Transactions – Originating Member Requirements

#### 8.4.1.1 Conditions for Submission of an Original Credit Transaction Adjustment

An Originating Member may submit a Transaction Adjustment if the Recipient Member fails to provide confirmation of posting of the Original Credit Transaction within 5 calendar days of the inquiry date.

## Visa Product and Service Rules

### Processing Products

#### Original Credit Transactions

The Original Credit Transaction Adjustment must be submitted within 30 calendar days of the Processing Date of the initial Original Credit Transaction.

ID# 151014-200413-0027330

#### 8.4.1.2 Original Credit Transaction Reversals

An Originating Member must not reverse an Original Credit Transaction initiated as an Online Financial Transaction.

A Reversal of a BASE II Original Credit Transaction must be processed within one business day of the Processing Date of the Original Credit Transaction and only for the following reasons:

- Incorrect Account Number
- Incorrect Transaction amount
- Duplicate processing
- Incorrect Transaction code

ID# 151014-010410-0026074

#### 8.4.1.3 Original Credit Transactions – Prohibition against Clearing a Declined Transaction

An Originating Member must not send an Original Credit Clearing Transaction if it received a Decline Response to the corresponding Authorization Request.

ID# 151014-010410-0005575

#### 8.4.2 Original Credit Transactions – Recipient Member Requirements

##### 8.4.2.1 Original Credit Transaction Posting

A Recipient Member must both:

- Post an Original Credit to the Visa Account Number within 2 business days of receiving either the Online Financial Transaction or the Clearing Record, or charge back the Original Credit to the Originating Member
- If participating in Fast Funds, make funds available to the Cardholder within 30 minutes of approving an Original Credit Transaction

## Visa Product and Service Rules

### Processing Products

#### Visa Core Rules and Visa Product and Service Rules

For an Original Credit Transaction sent to a Cardholder's Visa credit Card account, the Recipient Member must post the funds as a payment. This does not apply to a Member in the Visa Europe Territory.

ID# 151014-010410-0004064

#### 8.4.2.2 Original Credit Transactions – Conditions for Use of a Deposit-Only Account Number

A Recipient Member must:

- Notify Visa that a BIN or account range is designated for Deposit-Only Account Numbers
- Not use a Deposit-Only Account Number for any purpose other than Original Credit processing
- List a compromised Deposit-Only Account Number on the Exception File

ID# 151014-010410-0006983

#### 8.4.3 Money Transfer Original Credit Transactions – Originating Member Requirements

##### 8.4.3.1 Money Transfer Original Credit Transactions – Originating Member Treatment of Sender Data

An Originating Member must both:

- Validate sender data and comply with applicable anti-money laundering regulations and anti-terrorist financing standards
- Provide proper disclosure to the sender regarding the collection of sender data

ID# 151014-010410-0005328

#### 8.4.4 Money Transfer Original Credit Transactions – Recipient Member Requirements

##### 8.4.4.1 Money Transfer Original Credit Transaction Limitations

A Money Transfer Original Credit Transaction must:

- Involve only a single sender and a single recipient
- Not exceed USD 2,500

## Visa Product and Service Rules

### Processing Products

#### Original Credit Transactions

A US Recipient Member must block an incoming Money Transfer Original Credit Transaction if the Transaction is prohibited by applicable laws or regulations.

A US Recipient Member must block an incoming Money Transfer Original Credit Transaction for a Visa Prepaid Card if any of the following apply:

- The identifying Cardholder data is not on file
- The Visa Prepaid Card only supports a load from a single entity (for example: a Payroll Card or an employee benefits Card loaded by an employer)
- The Prepaid Card is a Non-Reloadable Card

ID# 151014-150210-0025765

#### 8.4.5 Original Credit Transactions – Fast Funds

##### 8.4.5.1 Original Credit Transactions – Fast Funds Processing

Unless specified otherwise in Section 8.4.5.3, "Original Credit Transactions – Fast Funds Processing – AP Region and CEMEA Region," a Recipient Member outside the US Region that supports the receipt of Online Financial Transactions or Authorization Requests in the enhanced format must process as Fast Funds any incoming Original Credit Transaction.

ID# 151014-010410-0027273

##### 8.4.5.2 Online Original Credit Transaction – Fast Funds Processing in Russia – CEMEA Region

In the CEMEA Region, an Originating Member in Russia must use an enhanced format 0200 message to initiate an online Original Credit Financial Transaction.

ID# 151014-010410-0027274

##### 8.4.5.3 Original Credit Transactions – Fast Funds Processing – AP Region and CEMEA Region (Updated)

In the AP Region and CEMEA Region, a Recipient Member must:

- Accept incoming Original Credit Transactions as either Online Financial Transactions or Authorization Requests
- Process as Fast Funds any incoming Original Credit Transaction, as follows:

## Visa Product and Service Rules

### Processing Products

#### Visa Core Rules and Visa Product and Service Rules

**Table 8-1: Fast Funds Participation Requirements – AP Region and CEMEA Region**

Country	Credit	Debit	Prepaid
All new Members		X	X
Armenia	X	X	X
Australia <sup>1</sup>		X	X
Azerbaijan	X	X	X
Belarus	X	X	X
Georgia	X	X	X
<b>Effective 17 April 2015</b> India		X	X
Kazakhstan	X	X	X
Kyrgyzstan	X	X	X
Moldova	X	X	X
Philippines		X	X
Russia	X	X	X
Tajikistan	X	X	X
Ukraine	X	X	X
Uzbekistan	X	X	X
All other Members <sup>2,3</sup>		X	X
<sup>1</sup> Except International Transactions <sup>2</sup> <b>Effective through 16 April 2015</b> Except Members in China, Guam, Hong Kong, India, Japan, Korea, Macau, Saudi Arabia, and Taiwan <sup>3</sup> <b>Effective 17 April 2015</b> Except Members in China, Guam, Hong Kong, Japan, Korea, Macau, Saudi Arabia, and Taiwan			

ID# 150415-131011-0026707

# Visa Product and Service Rules

Processing Products

Original Credit Transactions

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## 9 Interchange

### 9.1 General Interchange Requirements

#### 9.1.1 Core Principles

##### 9.1.1.1 Paying or Receiving Interchange

Participating Acquirers and Issuers pay or receive interchange every time a Visa product is used. For example, Acquirers pay interchange to Issuers for purchase Transactions and Issuers pay interchange to Acquirers for cash Transactions and credit vouchers. In the case of a credit or a Chargeback, interchange flows in reverse.

ID# 151014-010410-0007826

##### 9.1.1.2 What is Interchange?

Interchange Reimbursement Fees help to make electronic payments possible by enabling Visa to expand Card holding and use, increasing the places consumers can use their Cards, and providing a financial incentive for all parties to pursue system-wide improvements, such as rewards, innovation, and security. An Interchange Reimbursement Fee is a default transfer price between Acquirers and Issuers within the Visa system. Merchants pay what is known as a merchant discount fee or merchant service fee negotiated with their Acquirer, which may take into account the interchange fee, processing costs, fees for terminal rental, customer services, and other financial services. The merchant discount fee or merchant service fee is negotiated individually with the Merchant's Acquirer; each Acquirer sets its fees independently, in competition with other Acquirers, competing payment systems, and other forms of payment.

Interchange is consistently monitored and adjusted – sometimes increased and sometimes decreased – in order to ensure that the economics present a competitive value proposition for all parties. Interchange Reimbursement Fees must encourage Card holding and use, as well as expansion in the number and types of businesses that accept Cards. If rates are too high, retailers won't accept Cards; if rates are too low, Issuers won't issue Cards. Visa may establish different Interchange Reimbursement Fees in order to promote a variety of system objectives, such as enhancing the value proposition for Visa products, providing incentives to grow merchant acceptance and usage, and reinforcing strong system security and Transaction authorization practices.

ID# 151014-010410-0024115

##### 9.1.1.3 Visa Determines and Publishes IRF

Interchange Reimbursement Fees are determined by Visa and provided on Visa's published fee schedule, or may be customized where Members have set their own financial terms for the Interchange of a Visa Transaction or Visa has entered into business agreements to promote acceptance and Card usage.

ID# 151014-010410-0024122

##### 9.1.2 Interchange Requirements

##### 9.1.2.3 Terminal Without a Printer Interchange Reimbursement Fee – LAC Region

In the LAC Region, a Transaction completed at a Terminal Without a Printer that fulfills the requirements specified in Section 9.1.2.2, "Electronic Rate Qualification," is an Electronic Transaction and qualifies for the Electronic Interchange Reimbursement Fee.

ID# 151014-010410-0004918

##### 9.1.2.10 Original Credit Interchange Reimbursement Fee

A Member that originates or receives an Original Credit Transaction, including a Money Transfer Original Credit Transaction, is subject to, or eligible for, the Original Credit Interchange Reimbursement Fee if the Original Credit Transaction is processed in accordance with the requirements specified in the following, as applicable:

- Visa Rules
- *Original Credits Member Requirements*
- Applicable regional Interchange rate sheet
- *US Interchange Reimbursement Fee Rate Qualification Guide* or applicable Regional/Country Interchange Reimbursement Fee Guide

ID# 151014-091210-0026075

##### 9.1.2.11 Fast Funds Original Credit Transaction Interchange Reimbursement Fee

A Recipient Member that participates in the Fast Funds service for an incoming Original Credit Transaction, including a Money Transfer Original Credit Transaction, qualifies for the Visa Money Transfer Fast Funds Interchange Reimbursement Fee if the Transaction meets the qualification requirements specified in the Visa Rules and the following, as applicable:



## Visa Product and Service Rules

### Interchange

#### Visa Core Rules and Visa Product and Service Rules

- *Visa Personal Payments Money Transfer – Global Implementation Guide*
- Applicable regional Interchange rate sheet
- *US Interchange Reimbursement Fee Rate Qualification Guide* or applicable Regional/Country Interchange Reimbursement Fee Guide

ID# 151014-010410-0027275

## 9.2 Cash Disbursement Fees

### 9.2.1 Cash Disbursement Fee Payment Flow – US Region

#### 9.2.1.1 Cash Disbursement – US Region

In the US Region, for any Cash Disbursement, the Issuer pays to the Acquirer a Cash Disbursement Interchange Reimbursement Fee. This Acquirer is the Member making the Cash Disbursement.

ID# 151014-010410-0006494

### 9.2.2 ATM Cash Disbursement Fees

#### 9.2.2.1 International ATM Cash Disbursement Fee

An ATM Acquirer will receive the international ATM Cash Disbursement Fee only if both the:

- Acquirer is certified to participate in either:
  - The Single Message System
  - Custom Payment Services/ATM
- ATM Transaction meets all tier II requirements

ID# 151014-010410-0002644

#### 9.2.2.3 ATM Interchange Reimbursement Fee Levels – US Region

The Interchange Reimbursement Fee paid to the Acquirer for a domestic Visa ATM Cash Disbursement Transaction in the US Region is determined by an Issuer's quarterly Transaction count of approved Visa ATM Cash Disbursements from the previous quarter.

#### Interchange Reimbursement Fees – US Region

Visa will determine an Issuer's Transaction count of approved ATM Cash Disbursements and implement the corresponding Interchange Reimbursement Fee level no later than 45 days following the end of each calendar quarter

ID# 151014-140412-0026760

### 9.3 Interchange Reimbursement Fees – US Region

#### 9.3.1 General Interchange Reimbursement Fee Requirements – US Region

##### 9.3.1.1 Interchange Reimbursement Fee Requirements – US Region

In the US Region, a Transaction must meet the qualifications defined in the Visa Rules and the *US Interchange Reimbursement Fee Rate Qualification Guide* to qualify for a particular Interchange Reimbursement Fee.

ID# 151014-010410-0006611

##### 9.3.1.2 Inappropriate Interchange Reimbursement Fees – US Region

A US Acquirer must request the correct Interchange Reimbursement Fee when submitting Transactions into Interchange. Non-compliance assessments will be assessed to any Acquirer that requests an inappropriate Interchange Reimbursement Fee, per Merchant Outlet, as specified in Section 12.6.1.3, "Non-Compliance Assessment for Inappropriate Interchange Reimbursement Fee – US Region."

ID# 151014-010410-0007874

##### 9.3.1.3 Cash-Back Interchange Reimbursement Fee – US Region

**Effective through 30 June 2015**

In the US Region, the Interchange Reimbursement Fee for a Visa Check Card II Transaction involving Cash-Back is calculated using the purchase amount only. The Cash-Back portion of the Transaction is not subject to Interchange Reimbursement Fees.

ID# 151014-010410-0005677

##### 9.3.1.4 ReadyLink Interchange Reimbursement Fee – US Region

In the US Region, the Visa ReadyLink Interchange Reimbursement Fee applies to load Transactions that are authorized and settled through VisaNet. The Visa Prepaid Card Issuer pays an Interchange Reimbursement Fee to the Acquirer of the Visa ReadyLink Transaction.

ID# 151014-010410-0004112

##### 9.3.2 Standard and Electronic Interchange Reimbursement Fee Requirements – US Region

###### 9.3.2.1 Standard Interchange Reimbursement Fee Eligibility – US Region

In the US Region, a Transaction that does not qualify for any other Interchange Reimbursement Fee is cleared at the Standard Interchange Reimbursement Fee.

A Transaction effected by the following Merchants is eligible only for the Standard Interchange Reimbursement Fee:

- High-Risk Merchant
- High-Brand Risk Merchant assigned a Merchant Category Code of 5962, 5966, or 5967

Non-Secure Transactions are eligible only for the Standard Interchange Reimbursement Fee.

A Transaction using any of the following is eligible only for the Standard Interchange Reimbursement Fee:

- V.I.P. System emergency Authorization procedures
- "Code 10" Authorization procedures
- "Referral" Authorization procedures

ID# 151014-010410-0006612

###### 9.3.2.2 Electronic Interchange Reimbursement Fee – General Qualification – US Region

In the US Region, Electronic Interchange Reimbursement Fee qualifications are:

- Transaction must be entered into VisaNet, as specified in the applicable VisaNet Manuals
- Transaction must be authorized

- Authorization Request contains the information specified in the applicable VisaNet Manuals
- Clearing Record contains all data elements specified in the applicable VisaNet Manuals
- Transaction processing time limits meet requirements specified in Section 9.3.2.3, "Interchange Reimbursement Fee Qualification Processing Holidays – US Region"

Visa will process Transactions that do not meet the requirements for the Electronic Interchange Reimbursement Fee rate specified in this section under the Standard Interchange Reimbursement Fee rate.

ID# 151014-010410-0008361

#### 9.3.2.3 Interchange Reimbursement Fee Qualification Processing Holidays – US Region

To qualify for Interchange Reimbursement Fees in the US Region, the Processing Date of the Transaction must not exceed the number of calendar days from the Transaction Date specified in Section 9.4.1.3, "Processing Time Limits for Custom Payment Services (CPS) Programs – US Region," or Table 9-3, "Processing Days for Transactions Qualifying for the Electronic Interchange Reimbursement Fee – US Region."

When calculating days, exclude the Transaction Date, Processing Date, Sundays, and the following US holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day (Observed)
- Good Friday
- Memorial Day (Observed)
- Independence Day
- Labor Day
- Columbus Day (Observed)
- Veterans Day
- Thanksgiving Day
- Christmas Day

Table 9-3, "Processing Days for Transactions Qualifying for the Electronic Interchange Reimbursement Fee – US Region," specifies the last qualifying central processing day for a given Transaction day.

## Visa Product and Service Rules

### Interchange

#### Visa Core Rules and Visa Product and Service Rules

**Table 9-3: Processing Days for Transactions Qualifying for the Electronic Interchange Reimbursement Fee – US Region**

Transaction Day	Central Processing Day
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday

ID# 151014-010410-0008986

#### 9.3.2.4 Non-Member-Owned Terminal – US Region

In the US Region, Transactions captured by a Point-of-Transaction Terminal owned or controlled by a non-Member VisaNet Processor or credit or charge card issuer (including their subsidiaries and affiliates) qualify only for the Standard Interchange Reimbursement Fee if either:

- The entity directly or indirectly discriminates against Visa or any of its Members in availability or pricing of services
- Visa determines that the entity unfairly prevents Visa or its Members from competing with that entity

ID# 151014-010410-0006651

#### 9.3.2.5 Competitor-Owned Terminal – US Region

In the US Region, Transactions captured by a terminal that is owned or controlled by an Issuer of a credit or charge card deemed competitive by Visa are eligible only for the Standard Interchange Reimbursement Fee, unless the US Acquirer:

- Has a Merchant Agreement with the US Merchant
- Maintains full responsibility and control over the US Merchant

ID# 151014-010410-0006652

### 9.3.2.6 Electronic Interchange Reimbursement Fee Status Check – US Region

A Transaction originating at a US Prestigious Property Merchant that used the Status Check Procedure may qualify for the Electronic Interchange Reimbursement Fee.

ID# 151014-010410-0006637

## 9.4 Custom Payment Services

### 9.4.1 Custom Payment Services (CPS) Requirements – US Region

#### 9.4.1.1 Custom Payment Services (CPS) Overview – US Region

In the US Region, Visa offers Custom Payment Services for a variety of segments. These services include:

- CPS/Account Funding
- CPS/Automated Fuel Dispenser
- CPS/Card Not Present
- CPS/e-Commerce Basic
- CPS/e-Commerce Preferred Hotel and Car Rental
- CPS/e-Commerce Preferred Passenger Transport
- CPS/e-Commerce Preferred Retail
- CPS/Hotel and Car Rental Card Not Present
- CPS/Hotel and Car Rental Card Present
- CPS/Passenger Transport
- CPS/Restaurant
- CPS/Retail
- CPS/Retail 2
- CPS/Retail Key-Entry
- CPS/Service Station
- CPS/Small Ticket
- CPS/Supermarket

## Visa Product and Service Rules

### Interchange

#### Visa Core Rules and Visa Product and Service Rules

For additional details, see the *US Interchange Reimbursement Fee Rate Qualification Guide*.

ID# 151014-010410-0025805

#### 9.4.1.2 Basic Custom Payment Services (CPS) Requirements – US Region

In the US Region, a Custom Payment Services (CPS) Transaction must:

- Comply with:
  - The Visa Rules
  - Applicable VisaNet Manuals
- Be authorized through the V.I.P. System
- Be submitted through VisaNet, as specified in the applicable VisaNet Manuals
- Meet qualification criteria specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*

CPS Transactions submitted into VisaNet qualify individually as Custom Payment Service (CPS) Transactions.

ID# 151014-010410-0006613

#### 9.4.1.3 Processing Time Limits for Custom Payment Services (CPS) Programs – US Region

In the US Region, to qualify for the Custom Payment Services (CPS) program's Interchange Reimbursement Fee, the Processing Date of the CPS Transaction must comply with Table 9-4, "Processing Time Limits for Custom Payment Services Interchange Reimbursement Fee Transactions – US Region."

## Visa Product and Service Rules

### Interchange

#### Custom Payment Services

**Table 9-4: Processing Time Limits for Custom Payment Services Interchange Reimbursement Fee Transactions – US Region**

Transaction Type	Processing Date must be no more than:	Exclude the following when counting days:
CPS/Retail CPS/Retail Key-Entry CPS/Restaurant CPS/Service Station CPS/Hotel and Car Rental Card Not Present CPS/Hotel and Car Rental Card Present CPS/Card Not Present CPS/Automated Fuel Dispenser CPS/Account Funding CPS/e-Commerce Basic CPS/e-Commerce Preferred Retail CPS/e-Commerce Preferred Hotel and Car Rental CPS/Small Ticket CPS/Supermarket	2 calendar days from the Transaction Date	Transaction Date, Processing Date, Sundays, and the US holidays specified in Section 9.3.2.3, "Interchange Reimbursement Fee Qualification Processing Holidays – US Region"
CPS/Automated Fuel Dispenser processed as Real-Time Clearing	Completion Message with the final Transaction amount must be sent within X hours of the preauthorization	N/A
CPS/Retail 2	3 calendar days from the Transaction Date	Transaction Date, Processing Date, Sundays, and the US holidays specified in Section 9.3.2.3, "Interchange Reimbursement Fee Qualification Processing Holidays – US Region"
CPS/Passenger Transport CPS/e-Commerce Preferred Passenger Transport	8 calendar days from the Transaction Date	Transaction Date, Processing Date, Sundays, and the US holidays specified in Section 9.3.2.3, "Interchange Reimbursement Fee Qualification Processing Holidays – US Region"

ID# 151014-010410-0006656

#### 9.4.1.4 CPS Ineligible Transactions – US Region

The following Transactions are not eligible for Custom Payment Services (CPS) Interchange Reimbursement Fees:



## Visa Product and Service Rules

### Interchange

#### Visa Core Rules and Visa Product and Service Rules

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- Cash Disbursements
- Quasi-Cash Transactions conducted in a non-Face-to-Face Environment
- Quasi-Cash Transactions conducted in a Face-to-Face Environment with either:
  - Visa Consumer Credit
  - Commercial Visa Products, excluding Visa Business Check Card
- Transactions effected by High-Risk Merchants
- Transactions performed by High-Brand Risk Merchants assigned a Merchant Category Code of 5962, 5966, or 5967
- Transactions using any of the following:
  - V.I.P. System emergency Authorization procedures
  - "Code 10" Authorization procedures
  - "Referral" Authorization procedures

ID# 151014-080210-0008491

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#### 9.4.1.5 CPS Processing Days – US Region

Table 9-5, "Processing Days – Custom Payment Services Transactions – US Region," specifies the last qualifying central processing day for a given Custom Payment Services (CPS) Transaction day in the US Region.

## Visa Product and Service Rules

Interchange

### Custom Payment Services

**Table 9-5: Processing Days – Custom Payment Services Transactions – US Region**

	Transaction Type		
	CPS/Retail CPS/Retail Key-Entry CPS/Restaurant CPS/Service Station CPS/Hotel and Car Rental Card Not Present CPS/Hotel and Car Rental Card Present CPS/Card Not Present CPS/Automated Fuel Dispenser CPS/Account Funding CPS/e-Commerce Basic CPS/e-Commerce Preferred Retail CPS/e-Commerce Preferred Hotel and Car Rental CPS/Small Ticket CPS/Supermarket	CPS/Retail 2	CPS/Passenger Transport CPS/e-Commerce Preferred Passenger Transport
Transaction Day	Last Qualifying Central Processing Day		
Sunday	Wednesday	Thursday	Second Wednesday
Monday	Thursday	Friday	Second Thursday
Tuesday	Friday	Saturday	Second Friday
Wednesday	Saturday	Monday	Second Saturday
Thursday	Monday	Tuesday	Second Monday
Friday	Tuesday	Wednesday	Second Tuesday
Saturday	Wednesday	Thursday	Second Wednesday

ID# 151014-080210-0006659

#### 9.4.1.6 CPS Transaction Amount – Authorization and Clearing – US Region

In the US Region, the cleared Custom Payment Services (CPS) Transaction amount must equal the authorized amount for CPS/Retail, CPS/Supermarket, and CPS/Account Funding Transactions completed with a Visa Check Card, excluding the following:

- Transactions completed with any of the following:

## Visa Product and Service Rules

### Interchange

#### Visa Core Rules and Visa Product and Service Rules

- MCC 4121 (Taxicabs and Limousines)
- MCC 5813 (Drinking Places [Alcoholic Beverages] – Bars, Taverns, Nightclubs, Cocktail Lounges, and Discotheques)
- MCC 7230 (Beauty and Barber Shops)
- MCC 7298 (Health and Beauty Spas)
- Split Transactions completed in a Card-Absent Environment using a Multiple Clearing Sequence Number

The Transaction amount transmitted in the Authorization Request and in the Clearing Record must be in the same currency.

ID# 151014-010410-0008488

#### 9.4.1.7 CPS Clearing Record Requirements – US Region

Except as specified otherwise for the following Transaction types, in the US Region, Visa allows only one Clearing Record message per Custom Payment Services (CPS) Transaction:

- CPS/Passenger Transport Transaction
- CPS/e-Commerce Preferred Passenger Transport Transaction
- Split Transactions completed in a Card-Absent Environment using a Multiple Clearing Sequence Number

ID# 151014-010410-0008495

#### 9.4.1.8 CPS Electronic Commerce Transactions – US Region

Custom Payment Services (CPS) program availability and qualification requirements applicable to Electronic Commerce Transactions are as follows:

**Table 9-6: Electronic Commerce Transaction Qualification – US Region**

Custom Payment Services	Qualification
CPS/e-Commerce Basic	Available for retail Non-Authenticated Security Transactions where the Merchant did not attempt Cardholder authentication using Verified by Visa

## Visa Product and Service Rules

### Interchange

#### Custom Payment Services

Custom Payment Services	Qualification
CPS/e-Commerce Preferred Retail	Available for retail, either: <ul style="list-style-type: none"><li>• Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements</li><li>• Non-Authenticated Security Transactions where the Merchant attempted Cardholder authentication using Verified by Visa</li></ul>
CPS/e-Commerce Preferred Hotel and Car Rental	Available for Electronic Commerce Transactions originating from a Hotel, Cruise Line, or Car Rental Company that are either: <ul style="list-style-type: none"><li>• Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements</li><li>• Non-Authenticated Security Transactions where the Merchant attempted Cardholder authentication using Verified by Visa</li></ul>
CPS/e-Commerce Preferred Passenger Transport	Available for Electronic Commerce Transactions originating from Airline or passenger railway Merchants, or their agents, and that are either: <ul style="list-style-type: none"><li>• Electronic Commerce Transactions that comply with Verified by Visa Transaction requirements</li><li>• Non-Authenticated Security Transactions where the Merchant attempted Cardholder authentication using Verified by Visa</li></ul>
CPS/Hotel and Car Rental Card Not Present	Available for Electronic Commerce Transactions that originate from a Hotel, Cruise Line, or Car Rental Company and that are Non-Authenticated Security Transactions where the Merchant did not attempt Cardholder authentication using Verified by Visa
CPS/Passenger Transport	Available for Electronic Commerce Transactions originating from an Airline or a passenger railway Merchant or their agent that are Non-Authenticated Security Transactions where the Merchant did not attempt Cardholder authentication using Verified by Visa

ID# 151014-010410-0006626

#### 9.4.1.9 CPS Authorization and Clearing Requirements – US Region

In the US Region, an Authorization Request for a Custom Payment Services (CPS) Transaction must meet the requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide* for the CPS program and as follows:

## Visa Product and Service Rules

### Interchange

#### Visa Core Rules and Visa Product and Service Rules

**Table 9-7: Authorization Request Requirements for Custom Payment Services Transactions – US Region**

Transaction Type	Point-of-Transaction Terminal	Reads/Transmits Full Data <sup>5</sup>	POS Entry Mode Code is 05, 07, 90, 91 <sup>5</sup>	Visa or Visa Electron Card is Present	Signature is Obtained <sup>7</sup>
CPS/Supermarket	X	X <sup>1</sup>	X	X <sup>2</sup>	X <sup>2</sup>
CPS/Retail	X	X <sup>1</sup>	X	X <sup>2</sup>	X <sup>2</sup>
CPS/Retail Key-Entry	X <sup>1,3</sup>			X	X
CPS/Retail 2	X <sup>4</sup>			X	X
CPS/Service Station	X	X <sup>1</sup>	X	X <sup>2</sup>	X <sup>2</sup>
CPS/Restaurant	X	X <sup>1</sup>	X	X <sup>2</sup>	X <sup>2</sup>
CPS/Hotel and Car Rental Card Not Present	An Acquirer must acknowledge in the Authorization Request that it may forfeit certain Representment rights.				
CPS/Hotel and Car Rental Card Present	X	X <sup>1</sup>	X <sup>6</sup>	X	X
CPS/Passenger Transport	An Acquirer may perform an Address Verification Service inquiry at the time of the Authorization Request.				
CPS/Card Not Present	An Acquirer must perform an Address Verification Service inquiry at the time of the Authorization Request for each Transaction, except as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .				
CPS/Automated Fuel Dispenser	X	X	X	X	
CPS/Account Funding	An Acquirer must perform an Address Verification Service and Card Verification Value 2 inquiry at the time of the Authorization Request, as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .				
CPS/e-Commerce Basic	An Acquirer must perform an Address Verification Service inquiry at the time of the Authorization Request for each Transaction, except as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .				
CPS/e-Commerce Preferred Retail	An Acquirer must meet the Authorization requirements, as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> , and must perform an Address Verification Service inquiry at the time of the Authorization Request.				

## Visa Product and Service Rules

### Interchange

#### Custom Payment Services

Transaction Type	Point-of-Transaction Terminal	Reads/Transmits Full Data <sup>5</sup>	POS Entry Mode Code is 05, 07, 90, 91 <sup>5</sup>	Visa or Visa Electron Card is Present	Signature is Obtained <sup>7</sup>
CPS/e-Commerce Preferred Hotel and Car Rental	An Acquirer must meet the Authorization requirements, as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> , and may perform an Address Verification Service inquiry at the time of the Authorization Request.				
CPS/e-Commerce Preferred Passenger Transport	An Acquirer must meet the Authorization requirements, as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> , and may perform an Address Verification Service inquiry at the time of the Authorization Request.				
CPS/Small Ticket	X <sup>2</sup>	X	X	X	
<sup>1</sup> The Authorization Request must originate at an attended Point-of-Transaction Terminal. <sup>2</sup> Transaction must be authorized and completed in either a Face-to-Face Environment or at an Unattended Cardholder-Activated Terminal. <sup>3</sup> An Acquirer must perform an Address Verification Service Inquiry at the time of the Authorization Request and receive a "full match," "unsupported," or "retry" response to a "ZIP code only match" request. <sup>4</sup> Transactions for which the Card is not present and signature is not obtained are eligible for CPS/Retail 2 <sup>5</sup> Full unaltered contents of track 1 or track 2 of Magnetic Stripe, Chip, or Contactless Payment chip <sup>6</sup> At least the first Authorization Request <sup>7</sup> Cardholder signature is not required if the Transaction qualifies as a Visa Easy Payment Service Transaction.					

ID# 151014-010410-0006633

#### 9.4.1.10 CPS Authorization Code Requirements – US Region

A US Acquirer must obtain an Authorization Code for each Custom Payment Services (CPS) Transaction, as follows:

**Table 9-8: Custom Payment Services Authorization Code Requirements**

Transaction Type	Authorization Code Requirements for Each Transaction
CPS/Retail	Exactly one, obtained on the Transaction Date
CPS/Retail Key-Entry	Exactly one, obtained on the Transaction Date
CPS/Retail 2	Exactly one, obtained on the Transaction Date
CPS/Restaurant	Exactly one, obtained on the Transaction Date
CPS/Service Station	Exactly one, obtained on the Transaction Date

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Transaction Type	Authorization Code Requirements for Each Transaction
CPS/Hotel and Car Rental Card Not Present	At least one. The Acquirer may obtain multiple Authorization Codes for a Transaction.
CPS/Hotel and Car Rental Card Present	At least one. The Acquirer may obtain multiple Authorization Codes for a Transaction.
CPS/Passenger Transport	Exactly one
CPS/Card Not Present	Exactly one
CPS/Automated Fuel Dispenser	A Status Check Authorization (or estimated amount, if using Real-Time Clearing) request originated at an Automated Fuel Dispenser
CPS/Account Funding	Exactly one, obtained on the Transaction Date
CPS/e-Commerce Basic	Exactly one
CPS/e-Commerce Preferred Retail	Exactly one
CPS/e-Commerce Preferred Hotel and Car Rental	At least one. The Acquirer may obtain multiple Authorization Codes for a Transaction.
CPS/e-Commerce Preferred Passenger Transport	Exactly one
CPS/Small Ticket	Exactly one, obtained on the Transaction Date

ID# 151014-010410-0006800

### 9.4.2 CPS/Automated Fuel Dispenser – US Region

#### 9.4.2.1 CPS/Automated Fuel Dispenser – Merchant Requirements – US Region

To be eligible to submit CPS/Automated Fuel Dispenser Transactions, a US Merchant must:

- Complete the required business certification prior to submitting Transactions into Interchange
- Maintain a "velocity-check" program to monitor the volume and frequency of Transactions

The Merchant must not exceed the CPS/Automated Fuel Dispenser fraud or Chargeback thresholds specified by Visa.

ID# 151014-010410-0008556

#### 9.4.2.2 Additional Authorization Requirements – CPS/Automated Fuel Dispenser – US Region

A US Merchant must either:

- Perform a Status Check Authorization for a CPS/Automated Fuel Dispenser Transaction
- For a Real-Time Clearing Transaction, estimate the Authorization amount based on the Merchant's good faith estimate of the final Transaction amount, taking into account, among other factors, typical spending patterns at the Merchant location, not to exceed USD 500. The CPS/Automated Fuel Dispenser Interchange Reimbursement Fee does not apply if the Completion Message with the final Transaction amount is not sent within X hours of the preauthorization request.

ID# 151014-010410-0008557

#### 9.4.2.3 CPS/Automated Fuel Dispenser Interchange Reimbursement Fee (IRF) Transaction Limit – US Region

In the US Region, to qualify for the CPS/Automated Fuel Dispenser IRF, the Transaction amount must not exceed the following:

- USD 500 for a Real-Time Clearing Transaction
- USD 125 for all other Transactions

ID# 151014-010410-0006823

### 9.4.3 CPS/Supermarket – US Region

#### 9.4.3.1 CPS/Supermarket Qualification – US Region

In the US Region, the CPS/Supermarket Interchange Reimbursement Fee qualification requirements apply only to those Supermarket Incentive Program Transactions with all of the following characteristics:

- Transaction is completed in a Face-to-Face Environment
- Full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted
- Merchant is assigned Merchant Category Code 5411 (Grocery Stores and Supermarkets)
- Merchant is a non-membership retail store primarily engaged in selling food for home preparation and consumption



- Merchant offers a complete line of food merchandise, including self-service groceries, meat, produce, and dairy products
- Merchant has monthly sales of perishables (packaged and in-store bakery goods, dairy products, delicatessen products, floral items, frozen foods, meat, and produce) representing at least 45% of total monthly sales
- Merchant accepts Visa Cards for the purchase of all goods and services sold in the store at all check-out lanes that accept checks
- Transaction complies with the *US Interchange Reimbursement Fee Rate Qualification Guide*

ID# 151014-010410-0008523

#### 9.4.4 CPS/Rewards – US Region

##### 9.4.4.1 Custom Payment Services – Traditional Rewards Card and Visa Signature Card Transactions – US Region

In the US Region, a Transaction completed with a Visa Traditional Rewards Card or Visa Signature Card may qualify for either:

- CPS/Rewards 1 Interchange Reimbursement Fee
- CPS/Rewards 2 Interchange Reimbursement Fee

The CPS/Rewards 1 Interchange Reimbursement Fee is available to Visa Traditional Rewards Card Transactions that meet the requirements for either of the following Custom Payment Services (CPS) programs:

- CPS/Retail
- CPS/Supermarket

The CPS/Rewards 2 Interchange Reimbursement Fee is available for Transactions completed with a Visa Traditional Rewards Card that meet the requirements for one of the following Custom Payment services (CPS) programs:

- CPS/Card Not Present
- CPS/Retail Key-Entry
- CPS/Hotel and Car Rental Card Present
- CPS/Hotel and Car Rental Card Not Present
- CPS/Passenger Transport
- CPS/Restaurant

- CPS/e-Commerce Basic
- CPS/e-Commerce Preferred Hotel and Car Rental
- CPS/e-Commerce Preferred Passenger Transport

The CPS/Rewards 1 Interchange Reimbursement Fee is available to Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs or are completed by a Merchant qualified for the applicable performance threshold program:

- CPS/Retail
- CPS/Retail Performance Threshold I
- CPS/Retail Performance Threshold II
- CPS/Retail Performance Threshold III
- CPS/Supermarket
- CPS/Supermarket Performance Threshold I
- CPS/Supermarket Performance Threshold II
- CPS/Supermarket Performance Threshold III

The CPS/Rewards 2 Interchange Reimbursement Fee is available to Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs:

- CPS/Card Not Present
- CPS/Retail Key-Entry
- CPS/e-Commerce Basic

ID# 151014-010410-0008984

#### 9.4.4.2 CPS/Rewards 1 and CPS/Rewards 2 for Visa Signature Card Transactions – US Region

In the US Region, the CPS/Rewards 1 Interchange Reimbursement Fee is available to Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs or are completed by a Merchant qualified for the applicable performance threshold program:

- CPS/Retail, CPS/Retail Performance Threshold I, CPS/Retail Performance Threshold II, CPS/Retail Performance Threshold III
- CPS/Supermarket, CPS/Supermarket Performance Threshold I, CPS/Supermarket Performance Threshold II, CPS/Supermarket Performance Threshold III

The CPS/Rewards 2 Interchange Reimbursement Fee is available to Visa Infinite Card or Visa Signature Card Transactions that qualify for one of the following Custom Payment Services (CPS) programs:

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- CPS/Card Not Present
- CPS/Retail Key-Entry
- CPS/e-Commerce Basic

ID# 151014-010410-0008568

#### 9.4.5 CPS/Small Ticket – US Region

##### 9.4.5.1 CPS/Small Ticket Merchant Category Codes – US Region

In the US Region, a Visa Easy Payment Service (VEPS) Transaction does not qualify for the CPS/Small Ticket Interchange Reimbursement Fee if the Transaction is one of the following:

- Visa Signature Preferred Transaction
- Commercial Visa Product Transaction
- Visa Consumer credit Card (including Visa Signature Card) Transaction at a Merchant that is eligible for the Performance Threshold Interchange Reimbursement Fee Program. An exception applies to Transactions with MCC 5812 (Eating Places and Restaurants) or MCC 5814 (Fast Food Restaurants).

ID# 151014-161010-0026011

## 9.5 Industry-Specific Merchant Programs

#### 9.5.1 Industry-Specific Merchant Program Requirements – US Region

##### 9.5.1.1 Industry-Specific Merchant Incentive Programs – US Region

In the US Region, Visa offers incentive programs for Transactions completed by Merchants in specific Merchant segments. Visa reserves the right to disqualify a Merchant from participation in, or to modify or discontinue a Merchant incentive program at any time.

ID# 151014-010410-0025930

##### 9.5.1.2 Visa Utility Program Interchange Reimbursement Fee Qualification – US Region

In the US Region, only Visa Consumer Card Transactions or Visa Business Card Transactions (including Visa Business Enhanced Card and Visa Signature Business Card) completed by a Merchant registered with the Visa Utility Interchange Reimbursement Fee Program may qualify for the Visa Utility Program Interchange Reimbursement Fee.

Utility Transactions involving registered Visa Merchants properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary) receive the utility Interchange Reimbursement Fee by meeting certain business requirements. Credit Voucher Transactions are not eligible for this program.

To qualify for the Visa Utility Interchange Reimbursement Fee Program, a US Merchant must:

- Contract directly with an Acquirer to be a Merchant, and the Merchant Outlet must be properly identified in the Authorization and Clearing Records
- Be properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary)
- Accept Visa as a means of payment in all channels where payments are accepted (for example: Face-to-Face Environments and Card-Absent Environments, as applicable)
- Visually represent the Visa Flag Symbol or Visa Brand Mark or Visa Brand Name on its website
- Not charge a Convenience Fee to a Cardholder for processing a Visa Transaction. This restriction also applies to a Third Party Agent that processes Transactions for a utility Merchant.
- Feature the opportunity to pay with Visa at least as prominently as all other payment methods
- Be registered with Visa by its Acquirer

Transactions completed by a Merchant providing telecommunication or cable services are not eligible to participate in the Visa Utility Interchange Reimbursement Fee Program (Merchant Category Code 4900 is not applicable to such Merchants).

Visa reserves the right to disqualify a Merchant from participation in or to modify or discontinue the Visa Utility Interchange Reimbursement Fee Program at any time.

An Acquirer must register the Visa Utility Payment Program Merchant, as specified in the *Visa Utility Interchange Reimbursement Fee Program Guide*.

ID# 151014-010410-0008990

##### 9.5.1.3 Visa Debt Repayment Incentive Interchange Program – US Region

In the US Region, Visa Debt Repayment Incentive Interchange Program Transactions completed by a registered Visa Merchant qualify for the Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee by meeting the applicable business requirements specified in the *Visa U.S. Debt Repayment Incentive Interchange Program Guide* and the *US Interchange Reimbursement Fee Rate Qualification Guide*.

Transactions must have the following characteristics:

- Transaction is completed with a Visa Debit Card
- Merchant is properly assigned Merchant Category Code 6012 (Financial Institutions – Merchandise and Services) or 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Travelers Cheques)
- Transaction is a US Domestic Transaction
- The bill payment and existing debt indicators are included in the Authorization Request and Clearing Record

To qualify for the Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee, the Merchant must:

- Not assess any fee, including a Convenience Fee, to a Cardholder for processing the Visa Transaction. This restriction also applies to a Third Party Agent that processes Transactions for a Visa Debt Repayment Incentive Interchange Program Merchant.
- Comply with Section 9.4.1.2, "Basic Custom Payment Services (CPS) Requirements – US Region"
- Be registered by its Acquirer, as specified in the *Visa U.S. Debt Repayment Incentive Interchange Program Guide*

ID# 151014-010410-0006781

##### 9.5.1.4 Debit Tax Payment Interchange Reimbursement Fee Qualification – US Region

In the US Region, Tax Payment Transactions from a qualified Tax Payment Merchant qualify for the Debit Tax Payment Interchange Reimbursement Fee by meeting the applicable business requirements specified in the *Visa Government and Education Payment Program Guide* and the *US Interchange Reimbursement Fee Rate Qualification Guide*.

Transactions must have the following characteristics:

- Transaction is completed with a Visa Debit Card
- Merchant is properly assigned Merchant Category Code 9311 (Tax Payments)

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- Transaction is completed in a Card-Absent Environment
- Merchant complies with the requirements specified in Section 5.6.3.2, "Service Fees Charged on Government and Education Payment Program Transactions – US Region"

The Acquirer must register the Tax Payment Merchant, as specified in the *Visa Government and Education Payment Program Guide*.

The following Transactions are not eligible for the Debit Tax Payment Program Interchange Reimbursement Fee:

- Transactions completed with a Visa Consumer Credit Card or Commercial Visa Product
- Credit Voucher

Visa reserves the right to disqualify a Tax Payment Merchant from participation in, modify, or discontinue the Debit Tax Payment Interchange Reimbursement Fee program at any time.

ID# 151014-010410-0006762

#### 9.5.1.5 GSA Large Ticket Interchange Reimbursement Fee Qualification – US Region

In the US Region, the GSA Large Ticket Interchange Reimbursement Fee program supports the GSA requirements for enhanced processing of GSA Large Ticket Transactions. These Transactions take place at external suppliers (non-government Merchants) and are authorized, cleared, and settled for up to a maximum individual amount of USD 10 million.

To qualify for the GSA Purchasing Card Large Ticket Interchange Reimbursement Fee program, a Transaction must have the following characteristics:

- Completed using a GSA Visa Purchasing Card
- Meet the qualification requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*
- CPS-qualified
- Not completed by a Travel Service Category or Passenger Transport Service Category Merchant

ID# 151014-010410-0008539

##### 9.5.1.6 GSA Government-to-Government (G2G) Interchange Reimbursement Fee Qualification – US Region

In the US Region, under the GSA Government-to-Government Program, federal government-to-government Transactions from eligible Visa Merchants will receive the GSA Government-to-Government (G2G) Interchange Reimbursement Fee by meeting certain processing requirements, as specified in the *Visa Government-to-Government (G2G) Program Guide*.

The GSA Government-to-Government (G2G) Interchange Reimbursement Fee applies to GSA Visa Purchasing Card original Transactions and related Chargebacks, Representments, and Clearing Reversals. Credit Vouchers are not eligible for this program.

To qualify for the GSA Government-to-Government Program, a Transaction must be completed by a qualified Merchant and have the following characteristics:

- Completed with a GSA Visa Purchasing Card
- Merchant is properly assigned one of the following Merchant Category Codes:
  - 9399 (Government Services [Not Elsewhere Classified])
  - 9402 (Postal Services – Government Only)
- Merchant Verification Value (MVV) is present, valid, and matches the MVV and Acquirer BIN relationship
- Registered with Visa
- CPS-qualified
- Not completed by a Travel Service Category or Passenger Transport Service Category Merchant

ID# 151014-010410-0026015

##### 9.5.1.7 GSA Government-to-Government Disqualification – US Region

In the US Region, Visa reserves the right to disqualify a Merchant from participation in, modify, or discontinue the GSA Government-to-Government Program at any time.

ID# 151014-041008-0007196

## 9.6 Interchange Reimbursement Fee Programs

### 9.6.1 Credit Voucher Program – US Region

#### 9.6.1.1 Credit Voucher Program Qualification – US Region

In the US Region, Interchange Reimbursement Fees are paid by the Issuer to the Acquirer on merchandise credits, or Credit Vouchers. The Interchange Reimbursement Fee for a Credit Voucher Transaction will be determined by the following combinations of Card type and Merchant segment:

- Transactions on all Visa credit Card types with Passenger Transport Service Category MCCs (3000-3299, 4112, and 4511)
- Transactions involving Visa Consumer Credit Cards with non-Passenger Transport Service Category MCCs (all except 3000-3299, 4112, and 4511)
- Transactions involving Visa Business credit and Visa Corporate credit Cards with non-Passenger Transport Service Category MCCs (all except 3000-3299, 4112, and 4511)
- Transactions involving Visa Purchasing credit Cards with non-Passenger Transport Service Category MCCs (all except 3000-3299, 4112, and 4511)
- Consumer credit Mail/Phone Order Transactions and Electronic Commerce Transaction Credit Vouchers if the Merchant meets the eligibility requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*. These Transactions must not take place at a Passenger Transport Merchant location (MCCs 3000-3299, 4112, and 4511) or a High-Brand Risk Merchant location (MCCs 5962, 5966, and 5967).
- Transactions involving all Visa Debit Cards

ID# 151014-010410-0008760

#### 9.6.1.2 Credit Voucher Interchange Reimbursement Fee for Mail/Phone Order and Electronic Commerce Merchants – US Region

In the US Region, Transactions completed with a Visa Consumer Card qualify for the applicable Credit Voucher Interchange Reimbursement Fee if 70% or more of the Merchant's cumulative Visa Consumer Card sales volume during the previous calendar-year quarter was processed using one of the following programs:

- CPS/Card Not Present Interchange Reimbursement Fee
- CPS/e-Commerce (Basic or Preferred) Interchange Reimbursement Fee

The following Transaction types are not eligible:



- Account Funding Transactions
- Commercial Visa Product Transactions
- Quasi-Cash Transactions
- Transactions originating from High-Brand Risk Merchants (Merchant Category Codes 5962, 5966, and 5967)
- Transactions originating from Passenger Transport Service Category Merchants

An Acquirer may apply the Credit Transaction Interchange Reimbursement Fee beginning 30 days or less after the quarter end in which the Merchant meets eligibility requirements.

ID# 151014-010410-0006545

## 9.6.2 Performance Threshold Interchange Reimbursement Fees – US Region

### 9.6.2.1 Performance Threshold Interchange Reimbursement Fee – Visa Consumer Credit – US Region

In the US Region, the Performance Threshold Interchange Reimbursement Fee Program – Consumer Credit provides incentive Interchange Reimbursement Fee rates to Retail Merchant and supermarket Transactions meeting certain performance threshold requirements. Transactions from eligible Merchants receive incentive Interchange Reimbursement Fee rates on Transactions that would otherwise be eligible for CPS/Retail and CPS/Supermarket Interchange Reimbursement Fee Programs.

Transactions from qualified Merchants that meet the performance threshold requirements must have the following characteristics:

- Completed with a Visa Traditional or Visa Traditional Rewards Card
- US Domestic Transaction
- CPS-qualified using the fee edit criteria for CPS/Retail or CPS/Supermarket

US Merchant eligibility for the Performance Threshold Interchange Reimbursement Fee Program – Visa Consumer Credit will be determined by Visa annually. The performance thresholds specified in the *US Interchange Reimbursement Fee Rate Qualification Guide* apply to qualified Visa Consumer Credit Card original Transactions and related Chargebacks, Representments, and Clearing Reversals.

Visa Signature CPS/Retail and CPS/Supermarket Transactions are ineligible for Performance Threshold Interchange Reimbursement Fees. Such Transactions may qualify for the CPS/Rewards 1 Interchange Reimbursement Fee.

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Performance Threshold Interchange Reimbursement Fee eligibility requirements are based on annual volume criteria as specified by Visa. Additionally, Visa will determine the timing and manner of implementation for the Performance Threshold Interchange Reimbursement Fees available to Acquirers related to the Performance Threshold Interchange Reimbursement Fee Program – Visa Consumer Credit.

ID# 151014-010410-0026709

### 9.6.3 Visa Debt Repayment Incentive Interchange Program – US Region

#### 9.6.3.1 Qualification for Visa Debt Repayment Incentive Interchange Program – US Region

In the US Region, a Visa Debit Card Transaction may qualify as a Visa Debt Repayment Incentive Interchange Program Transaction if it meets the requirements specified in:

- Section 9.6.3.4, “Merchant Requirements for Visa Debt Repayment Incentive Interchange Program – US Region”
- *Visa U.S. Debt Repayment Incentive Interchange Program Guide*

A Visa Debt Repayment Incentive Interchange Program Transaction may qualify for the Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee.

ID# 151014-010410-0005198

#### 9.6.3.2 Visa Right to Terminate Participation in Visa Debt Repayment Incentive Interchange Program – US Region

In the US Region, Visa may at any time:

- Disqualify a Visa Debt Repayment Incentive Interchange Program Merchant from participation
- Modify or discontinue the Visa Debt Repayment Incentive Interchange Program

ID# 151014-010410-0005199

##### 9.6.3.3 Acquirer Requirements for Visa Debt Repayment Incentive Interchange Program – US Region

To participate in the Visa Debt Repayment Incentive Interchange Program, an Acquirer must register the Visa Debt Repayment Incentive Interchange Program Merchant and be provided with a Merchant Verification Value, as specified in the *Visa U.S. Debt Repayment Incentive Interchange Program Guide*.

ID# 151014-150612-0026884

##### 9.6.3.4 Merchant Requirements for Visa Debt Repayment Incentive Interchange Program – US Region

For a US Merchant to be eligible for the Visa Debt Repayment Incentive Interchange Program, the Acquirer must ensure that the Merchant:

- Is registered as a Limited Acceptance Merchant of Visa Debit Category Cards as a means of payment in all channels where payments are accepted (that is, Card-Absent Environments and Card-Present Environments, as applicable). A Merchant may accept all Visa Cards for any of its other lines of businesses that do not participate in the Visa Debt Repayment Incentive Interchange Program.
- Is properly assigned Merchant Category Code 6012 (Financial Institutions – Merchandise and Services) or 6051 (Non-Financial Institutions – Foreign Currency, Money Orders [not Wire Transfer], Travelers Cheques)
- Submits the debt repayment indicator for all Visa Debt Repayment Incentive Interchange Program Transactions, as specified in the applicable VisaNet Manuals
- Includes the Merchant Verification Value (MVV) in all Visa Debt Repayment Incentive Interchange Program Transactions
- Ensures that the opportunity to pay with a Visa Debit Card is at least as prominently featured as all other accepted payment methods
- Only processes Visa Debt Repayment Incentive Interchange Program Transactions for an existing consumer debt that has not been deemed uncollectible and is an approved debt type, as specified in Section 5.9.10.1, "Collection or Refinancing of Existing Debt – US Region." The Merchant must not process Visa Debt Repayment Incentive Interchange Program Transactions representing payment for business debt (small business loans, loans to sole proprietors, or other types of business-related loans).
- Complies with the *Visa U.S. Debt Repayment Incentive Interchange Program Guide*

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A US Merchant that accepts Visa Cards for payments of existing consumer debt outside the Visa Debt Repayment Incentive Interchange Program must comply with the requirements specified in Section 5.9.10.1, "Collection or Refinancing of Existing Debt – US Region."

ID# 151014-150210-0005202

## 9.7 Visa Signature Preferred Interchange Reimbursement Fees

### 9.7.1 Visa Signature Preferred Interchange Reimbursement Fee Requirements – US Region

#### 9.7.1.1 Visa Signature Preferred Interchange Reimbursement Fee Qualification – US Region

In the US Region, Visa Signature Preferred Card Transactions may be CPS-qualified under one of the consumer programs as defined in the Visa Rules and as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*.

ID# 151014-010410-0008515

#### 9.7.1.2 Visa Signature Preferred Standard Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Transaction that does not qualify for any Custom Payment Services (CPS) program may only be eligible for the Visa Signature Preferred Standard Interchange Reimbursement Fee.

ID# 151014-010410-0008989

#### 9.7.1.3 Visa Signature Preferred Electronic Interchange Reimbursement Fee – US Region

To qualify for the Visa Signature Preferred Electronic Interchange Reimbursement Fee, the Visa Signature Preferred Transaction must be conducted at a Travel Service Category Merchant and must be CPS-qualified, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*.

ID# 151014-010410-0025806

##### 9.7.1.4 Visa Signature Preferred Retail Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Consumer Credit Card Transaction that originates at a non-Travel Service Category Merchant Outlet may qualify for the Visa Signature Preferred Retail Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified, occur at a Retail Merchant, and meet the applicable requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*.

ID# 151014-010410-0006758

##### 9.7.1.5 Visa Signature Preferred Card Not Present Interchange Reimbursement Fee – US Region

In the US Region, a Mail/Phone Order Transaction, Electronic Commerce Transaction, or a Transaction completed by a Merchant in a select developing market as defined in the *US Interchange Reimbursement Fee Rate Qualification Guide* (excluding Travel Service Category Transactions) may qualify for the Visa Signature Preferred Card CPS/Card Not Present Interchange Reimbursement Fee.

ID# 151014-010410-0006756

##### 9.7.1.6 Visa Signature Preferred Business-to-Business Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Transaction completed at a non-Travel Service Category Merchant Outlet may qualify for the Visa Signature Preferred Business-to-Business Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, and occur at a Merchant Outlet properly assigned a business-to-business Merchant Category Code as specified in the *Visa Merchant Data Standards Manual*.

ID# 151014-010410-0008519

##### 9.7.1.7 Visa Signature Preferred Fuel Interchange Reimbursement Fee – US Region

A Visa Signature Preferred Transaction completed at an Automated Fuel Dispenser or service station may qualify for the Signature Preferred Fuel Interchange Reimbursement Fee. The Transaction must be CPS-qualified for CPS/Automated Fuel Dispenser, CPS/Retail Service Station, or CPS/Small Ticket.

ID# 151014-010410-0025807

##### 9.7.1.8 Visa Signature Preferred Utility Interchange Reimbursement Fee – US Region

In the US Region, a Visa Signature Preferred Card Transaction conducted at a Merchant properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary) may be eligible to receive the Visa Utility Interchange Reimbursement Fee, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide* and the *Visa Utility Interchange Reimbursement Fee Program Guide*.

ID# 151014-010410-0025808

## 9.8 Commercial Interchange Reimbursement Fees

### 9.8.1 Commercial Interchange Reimbursement Fees and Programs – US Region

#### 9.8.1.1 Commercial Card Standard Interchange Reimbursement Fee – US Region

In the US Region, Commercial Visa Product Transactions that do not qualify for CPS and do not meet the Level II Enhanced Data requirement will qualify for the Commercial Card Standard Interchange Reimbursement Fee program, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, and are assessed the Commercial Card Standard Interchange Reimbursement Fee rate.

ID# 151014-151010-0026002

#### 9.8.1.2 Commercial Card Electronic Interchange Reimbursement Fee – US Region

In the US Region, Commercial Visa Product Transactions are eligible for the Electronic Interchange Reimbursement Fee, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*. The following Commercial Visa Product Transactions are specifically excluded:

- High-Brand Risk Merchants (Merchant Category Codes 5962, 5966, and 5967)
- Non-Secure Transactions

ID# 151014-151010-0026003

##### 9.8.1.3 Commercial Card – Non-Travel Service, Level II Interchange Reimbursement Fee – US Region

In the US Region, the Commercial Level II (non-Travel Service Category) Interchange Reimbursement Fee is available for taxable Commercial Visa Product Transactions that are CPS-qualified and meet certain additional data requirements, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*. Tax-exempt Commercial Visa Product Transactions and Commercial Visa Product Transactions using the CPS/Account Funding program are not eligible for the Commercial Level II (non-Travel Service Category) Interchange Reimbursement Fee.

ID# 151014-151010-0026004

##### 9.8.1.4 Purchasing Card Electronic with Data Interchange Reimbursement Fee – US Region

In the US Region, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, the Purchasing Card Electronic with Data Interchange Reimbursement Fee is available to Visa Large Purchase Advantage Card Transactions that do not qualify for the Visa Large Purchase Advantage Interchange Reimbursement Fee rate but satisfy the data requirements for Visa Purchasing Cards.

Visa Purchasing Card Transactions or Visa Large Purchasing Advantage Card Transactions that use the CPS/Account Funding program are not eligible for the Purchasing Card Electronic with Data Interchange Reimbursement Fee.

ID# 151014-151010-0026005

##### 9.8.1.5 Purchasing Card Level III (Non-Travel Service Category) – US Region

In the US Region, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, the Purchasing Card Level III (non-Travel Service Category) Interchange Reimbursement Fee is available to:

- Visa Purchasing Card Transactions that are CPS-qualified and meet certain additional data requirements
- Visa Large Purchase Advantage Card Transactions that do not qualify for Visa Large Purchase Advantage Interchange Reimbursement Fee rate but are eligible for Visa Purchasing Card rates

Visa Purchasing Card Transactions or Visa Large Purchase Advantage Transactions that use the CPS/Account Funding program are not eligible for the Purchasing Card Level III (non-Travel Service Category) Interchange Reimbursement Fee.

ID# 151014-151010-0026006

## Visa Product and Service Rules

### Interchange

#### Commercial Interchange Reimbursement Fees

##### 9.8.1.6 Utility Business Program – US Region

In the US Region, Visa Business Card, Visa Business Enhanced Card, or Visa Signature Business Card Transactions conducted at a Merchant properly assigned Merchant Category Code 4900 (Utilities – Electric, Gas, Water, Sanitary) may be eligible to receive the Utility Business Interchange Reimbursement Fee, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*.

ID# 151014-151010-0026007

##### 9.8.1.7 Commercial Card Retail Interchange Reimbursement Fee – US Region

In the US Region, Commercial Visa Product Transactions completed at a non-Travel Service Category Merchant Outlet that do not meet the Level II Enhanced Data requirement may qualify for the Commercial Retail Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified for certain CPS programs, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, and occur at a Retail Merchant Outlet.

ID# 151014-010410-0025811

##### 9.8.1.8 Commercial Card – Card Not Present Interchange Reimbursement Fee – US Region

In the US Region, Mail/Phone Order Transactions, Electronic Commerce Transactions, or Transactions completed by a Merchant in a select developing market as defined in the *US Interchange Reimbursement Fee Rate Qualification Guide* (excluding Travel Service Category Transactions) and that do not meet the Level II Enhanced Data requirement may qualify for the Commercial Card – Card Not Present rate. To qualify for this program, the Transaction must be CPS-qualified for certain CPS programs, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*.

ID# 151014-010410-0025812



##### 9.8.1.9 Commercial Card Business-to-Business (B2B) Interchange Reimbursement Fee – US Region

In the US Region, Commercial Visa Product Transactions that do not meet the Level II Enhanced Data requirement will qualify for the Commercial Business-to-Business Interchange Reimbursement Fee. To qualify for this program, the Transaction must be CPS-qualified, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*, and be completed at a Merchant properly assigned a business-to-business Merchant Category Code, as specified in the *Visa Merchant Data Standards Manual*.

ID# 151014-010410-0025810

## 9.9 Visa Purchasing Large Ticket Interchange Reimbursement Fee

### 9.9.1 Visa Purchasing Large Ticket Interchange Reimbursement Fee – General – US Region

#### 9.9.1.1 Visa Purchasing Large Ticket Interchange Reimbursement Fee Qualification – US Region

In the US Region, the Visa Purchasing Large Ticket Interchange Reimbursement Fee program supports the requirements for enhanced processing of non-General Services Administration (GSA) Large Ticket Transactions. These Transactions are authorized, cleared, and settled for up to a maximum individual amount of USD 10 million.

A Visa Large Purchase Advantage Transaction that does not meet the Visa Large Purchase Advantage Interchange Reimbursement Fee qualification criteria may qualify for the Visa Purchasing Large Ticket Interchange Reimbursement Fee.

To qualify for the Visa Purchasing Large Ticket Interchange Reimbursement Fee program, the Transaction must have the following characteristics:

- Submitted by an eligible Merchant, other than a Travel Service Category or Passenger Transport Service Category Merchant, that has been registered with Visa
- Completed with a non-GSA Visa Purchasing Card
- US Domestic Transaction
- Meets the applicable requirements specified in the *US Interchange Reimbursement Fee Rate Qualification Guide*

ID# 151014-010410-0008758

## 9.10 Visa Large Purchase Advantage Interchange Reimbursement Fee

### 9.10.1 Visa Large Purchase Advantage Interchange Reimbursement Fee – General – US Region

#### 9.10.1.1 Visa Large Purchase Advantage Interchange Reimbursement Fee Qualification – US Region

In the US Region, a Visa Large Purchase Advantage Transaction may be authorized, cleared and settled up to a maximum Transaction amount of USD 10 million.

To qualify for the Visa Large Purchase Advantage Interchange Reimbursement Fee, the Transaction must be:

- Associated with a BIN or account range registered for Visa Large Purchase Advantage
- A US Domestic Transaction
- For an amount greater than USD 10,000
- Qualified for an eligible Custom Payment Service (CPS) that supports Card-not-present Transaction processing, as specified in the *US Interchange Reimbursement Fee Rate Qualification Guide* for the CPS program
- Submitted by an eligible Merchant, other than Travel Service Category Merchant, properly registered with Visa
- Cleared within 8 calendar days from the Transaction Date

A Visa Large Purchase Advantage Transaction that does not meet the Clearing timeframe or the CPS qualification criteria will be returned to the Acquirer. An Acquirer must resubmit the Transaction to request an applicable Visa Purchasing Interchange Reimbursement Fee.

ID# 151014-010410-0026971

## 9.11 Visa Fleet Cards Interchange Reimbursement Fee

### 9.11.1 Visa Fleet Cards Interchange Reimbursement Fee – General – US Region

#### 9.11.1.1 Visa Fleet Card Interchange Reimbursement Fee Enhanced Data Requirements – US Region

Complete and accurate Visa Fleet Card Enhanced Data is required to qualify for Purchasing Card Level II or Level III Interchange Reimbursement Fees.

ID# 151014-140213-0027565

## 9.12 Visa Interchange Reimbursement Fee Adjustments

### 9.12.1 Interchange Reimbursement Fee Adjustments

#### 9.12.1.1 Interchange Reimbursement Fee Adjustment Conditions

Interchange Reimbursement Fee adjustments may only be made as follows:

- Adjustments are limited to Transactions occurring within 90 calendar days of the Processing Date of the oldest Transaction submitted by the Member or identified by Visa.
- Transactions beyond 90 calendar days (not to exceed 2 years from the date submitted by the Member or identified by Visa) may be considered for adjustment if Visa determines that extenuating circumstances prevented the Member from discovering the violation sooner.
- When an Issuer or Acquirer is at fault, the impacted Issuer(s) or Acquirer(s) is required to use the Interchange Reimbursement Fee Compliance process.
- Adjustments will only be made when the total Interchange Reimbursement Fee amount to be corrected is greater than USD 2,500.
- Individual correcting Transactions will only be made if the amount of the correcting transaction is greater than USD 50.

Visa may, at its sole discretion, offer to use this adjustment process regardless of the adjustment amount.

ID# 151014-010410-0007972

##### 9.12.1.2 Interchange Reimbursement Fee Adjustment Process

Interchange Reimbursement Fee adjustments will be processed as follows:

- Visa will notify the Members that will receive a correcting Transaction.
- Visa will initiate correcting Fee Collection Transaction (Transaction code 10) and Funds Disbursement Transaction (Transaction code 20) through VisaNet.
- All Visa decisions are final.
- A Member may appeal a decision only if the Member can provide new evidence not previously available and the amount in dispute is greater than USD 5,000.

ID# 151014-010410-0007960

## 9.13 Interchange Reimbursement Fee Compliance

### 9.13.1 Interchange Reimbursement Fee (IRF) Compliance

#### 9.13.1.1 Interchange Reimbursement Fee (IRF) Compliance Filing Requirements

A Member must not file for Interchange Reimbursement Fee (IRF) Compliance unless all of the following:

- A violation of the Visa Rules or any applicable regional or domestic Interchange Reimbursement Fee (IRF) guide occurred.
- The Member received or paid incorrect IRF as a direct result of the violation by another Member.
- The Member's financial loss is a direct result of an incorrectly applied IRF rate.
- The Member would not have incurred a financial loss if the violation had not occurred.
- The violating Transactions were processed through VisaNet.
- The violating Transactions do not involve a Visa Europe Member.<sup>1</sup>
- The IRF rate paid or received is not governed by any bilateral or private agreements, either domestic, intraregional, or interregional.
- Visa has granted permission for the Member to file.

A Member may aggregate up to 1,000,000 Transactions into a single IRF Compliance case if the Transactions involved the same opposing Member and violated the same operating regulation or the same requirement in an applicable IRF guide. The value of the aggregated Transactions must not be less than the sum of the IRF screening fee and the IRF filing fee specified in the applicable regional fee guide.

Visa may refuse to allow a filing Member to participate in IRF Compliance. The decision by Visa to refuse participation is final and not subject to any challenge.

<sup>1</sup> For a violation involving a Member in the jurisdiction of Visa Europe, a Member must obtain permission from Visa to initiate the Intercompany Interchange Reimbursement Fee Compliance Process.

ID# 151014-171009-0001501

#### 9.13.1.2 Interchange Reimbursement Fee Compliance Screening

As specified in the *Interchange Reimbursement Fee Compliance Process Guide*, the filing Member must submit the *Interchange Reimbursement Fee Compliance Screening Form* to Visa within 90 calendar days of the Processing Date of the oldest Transaction submitted in the claim.

Visa may accept a screening request that is submitted more than 90 calendar days after the Processing Date of the oldest Transaction submitted in the claim if all of the following:

- The violation was discovered within 2 years of the Processing Date of the oldest Transaction submitted.
- The screening request was submitted within 90 calendar days of the discovery of the violation.
- Visa determines that extenuating circumstances prevented the Member from discovering the violation earlier.

Visa assesses a screening fee to the requesting Member for each *Interchange Reimbursement Fee Compliance Screening Form* submitted, as specified in the applicable regional fee guide.

ID# 151014-171009-0006999

#### 9.13.1.3 Interchange Reimbursement Fee Compliance Request Denial

Visa may deny a Member's request to file for IRF Compliance for any reason, including, but not limited to, the following:

- Visa concludes that a Member's failure to exercise due diligence prevented the discovery of the violation within 90 days from the Transaction Processing Date.
- Visa determines that the assessment of the incorrect interchange amount resulted from an error (intentional or accidental) by the filing Member.
- Visa determines that, contrary to Member certification, some Transactions were assessed the correct interchange amount.

If Visa denies a Member's request to use the IRF Compliance process, the Member:

#### Interchange Reimbursement Fee Compliance

- Must not resubmit the claim, except as specified in the *Interchange Reimbursement Fee Compliance Process Guide*
- May use the standard Compliance process, as specified in Section 11.2.3.1, "Compliance Filing Conditions"
- Forfeits the IRF Compliance screening fee

ID# 151014-171009-0001516

##### 9.13.1.4 Interchange Reimbursement Fee Pre-Compliance

If Visa approves a Member's IRF Compliance screening request, the Member must first attempt to resolve the dispute with the opposing Member through the pre-Compliance process.

To initiate IRF pre-Compliance, the filing Member must submit to the opposing Member a properly completed *Pre-Compliance Questionnaire* through Visa Resolve Online.

If the opposing Member accepts financial responsibility for the disputed Transactions or if the filing Member and the opposing Member reach a settlement, the opposing Member must notify Visa of the outcome and credit the agreed amount to the requesting Member through VisaNet within 30 calendar days of the IRF pre-Compliance correspondence date.

The filing Member may collect the screening fee from the responsible Member.

If the opposing Member does not accept financial responsibility for the disputed Transactions and an agreement cannot be reached between the filing Member and the opposing Member, the filing Member may file for IRF Compliance, as specified in Section 9.13.1.5, "IRF Compliance Filing."

ID# 151014-171009-0007000

##### 9.13.1.5 IRF Compliance Filing

If the opposing Member does not accept financial responsibility for the disputed Transactions and an agreeable settlement cannot be reached through the IRF pre-Compliance process, the filing Member may file for IRF Compliance.

For IRF Compliance requests submitted to Visa, the filing Member will be assessed a review fee, as specified in the applicable regional fee guide.

If Visa rules in favor of the filing Member, the opposing Member is financially liable for the:

- IRF Compliance screening fee
- IRF Compliance review fee
- Amount of the claim, or a portion thereof

If Visa rules in favor of the opposing Member, the filing Member:

- Forfeits the IRF Compliance screening fee and the IRF Compliance review fee
- Is prohibited from resubmitting any Transactions from that claim through another IRF Compliance filing

The decision by Visa is final and not subject to any challenge, except as specified in Section 9.13.1.6, "Interchange Reimbursement Fee Compliance Appeal Filing Requirements."

ID# 151014-171009-0001538

#### 9.13.1.6 Interchange Reimbursement Fee Compliance Appeal Filing Requirements

Any appeal by the adversely affected Member must be filed through Visa Resolve Online within 45 calendar days of the decision Notification date.

The appealing Member must submit with the appeal any new or additional information necessary to substantiate its request for an appeal.

Visa will collect from the Member an appeal fee, as specified in the applicable regional fee guide.

Visa may decline an appeal if the new information is insufficient to support a change to the initial Visa decision. If the appeal is not accepted, Visa will retain the appeal fee.

ID# 151014-171009-0001563

#### 9.13.1.7 Intercompany Interchange Reimbursement Fee Compliance

The Intercompany Interchange Reimbursement Fee Compliance Process allows a Visa Inc. or a Visa Europe Member to request Compliance against each other for respective violations of the Visa Rules or Visa Europe Operating Regulations that result in the application of an incorrect Interchange Reimbursement Fee.

The Intercompany Interchange Reimbursement Fee Compliance Process does not replace either the existing Visa Europe Interchange Reimbursement Fee adjustment policy for settling disputes between Visa Europe Members or the Visa Inc. Interchange Compliance process for settling disputes between Visa Inc. Members. The Intercompany Interchange Reimbursement Fee Compliance Process applies only to disputed Transactions between a Visa Inc. and a Visa Europe Member.

The Intercompany Interchange Reimbursement Fee Compliance Process is not available for errors caused by either Visa Inc. or Visa Europe. A Member must obtain Visa approval prior to initiating the Intercompany Interchange Reimbursement Fee Compliance Process.

ID# 151014-130111-0026213

# Visa Product and Service Rules

Interchange

Interchange Reimbursement Fee Compliance

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## 10 Risk

### 10.1 Corporate Risk Reduction

#### 10.1.1 Acquirer Risk Responsibilities – US Region

##### 10.1.1.1 Acquirer Risk Policies – US Region

A US Acquirer must implement, and its board of directors must approve, all of the following:

- An underwriting, monitoring, and control policy for all of the following:
  - Its Merchants
  - Its VisaNet Processors
  - Its Third Party Agents
- A policy and procedures for reviewing solicitation materials used by its Agent

The Acquirer must provide policies to Visa upon request.

ID# 151014-010410-0007132

##### 10.1.1.2 Acquirer Responsibility for Agents and Merchants – US Region

A US Acquirer must:

- Provide its Agents with training and education, as specified by Visa, and ensure that Agents are in compliance with the Acquirer's corporate policies
- Hold and control reserves that are accumulated and derived from Merchant settlement funds or used to guarantee a Merchant's payment system obligations to the Member

ID# 151014-010410-0002110

### 10.1.2 Electronic Commerce Merchant Requirements

#### 10.1.2.1 Yearly Review of Electronic Commerce Merchant – US Region

At least once each year, a US Acquirer must examine its Electronic Commerce Merchant's website and conduct an enhanced due diligence review, as specified in Section 1.5.1.2, "Merchant Qualification Standards," if any of the following applies:

- The Electronic Commerce Merchant or Sponsored Merchant is required to be classified with an MCC considered by Visa to be high-brand risk
- The Merchant is identified by any Visa Chargeback monitoring program or designated at any time as an identified Merchant by the Risk Identification Service Online
- The Acquirer becomes aware the Merchant is selling products or services that were not documented in the Merchant Agreement or disclosed in the Merchant's business description
- The Acquirer conducts a periodic review of the Merchant as required by its internal procedures

ID# 151014-010410-0005082

#### 10.1.2.2 Electronic Commerce Transaction Type Prohibition

A Merchant, Payment Facilitator, Sponsored Merchant, or entity classified as high-brand risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs," that displays a Visa-Owned Mark on its website must not accept Cards for the purchase or trade of photographs, video imagery, computer-generated images, cartoons, simulation, or any other media or activities, as specified in Section 10.6, "Brand Protection."

Violation of this requirement may result in the termination of the Merchant, Payment Facilitator, Sponsored Merchant, High-Brand Risk Merchant, High-Risk Internet Payment Facilitator, or High-Brand Risk Sponsored Merchant.

ID# 151014-150210-0005067

### 10.1.3 Anti-Money Laundering

#### 10.1.3.1 Anti-Money Laundering Program Overview

Visa maintains an anti-money laundering program reasonably designed within the context of laws and regulations applicable to Visa to prevent the Visa system from being used to facilitate money laundering or the financing of terrorist activities.

ID# 151014-010410-0003969

#### 10.1.3.2 Anti-Money Laundering/Anti-Terrorist-Financing Program – ATM Acquirers

An ATM Acquirer must ensure that it has in place policies, controls, and procedures to minimize the risk of its ATMs being used to facilitate money laundering or terrorist financing, and submit any required currency transaction reports or suspicious activity reports to its regulator.

If the ATM Acquirer uses a Third Party Agent to load funds to its ATMs, the ATM Acquirer must require and compel such Third Party Agent to comply with all applicable laws and regulations, including without limitation, laws regarding anti-money laundering and anti-terrorist financing. The ATM Acquirer must maintain and enforce a program that, at minimum, includes conducting appropriate due diligence on each Third Party Agent, requiring adequate record keeping and validation of source of funds, and conducting regular, ongoing independent audits to confirm the Third Party Agent's compliance. The ATM Acquirer will be responsible to Visa for any acts or omissions of the ATM Acquirer's Third Party Agents.

ID# 151014-151014-0028291

## 10.2 Agents – VisaNet Processor and Third Party

### 10.2.1 Member Requirements Related to VisaNet Processors

#### 10.2.1.1 VisaNet Processor Contracts

A Member must execute a written contract with each VisaNet Processor. The contract must comply with all of the following:

- Include minimum standards established by Visa, including, but not limited to:
  - Policies
  - Procedures

- Service levels
- Performance standards
- Include language that:
  - Permits Visa to conduct financial and procedural audits and general reviews at any time
  - Requires the VisaNet Processor to make Cardholder and Merchant information available to Visa and regulatory agencies
  - Contains a notice of termination clause
- Require that the VisaNet Processor comply with:
  - The Visa Rules
  - Applicable laws or regulations
- Be executed by a senior officer of the Member
- Require the VisaNet Processor to comply with the Payment Card Industry Data Security Standard (PCI DSS)
- Require that the VisaNet Processor be properly registered with Visa

ID# 151014-010410-0025879

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#### 10.2.1.2 VisaNet Processor Systems Agreement

Visa may require a Member's VisaNet Processor to enter into an agreement directly with Visa before the delivery of any of the following:

- V.I.P. System software
- BASE II software
- Visa Extended Access<sup>1</sup>
- Other systems determined by Visa

The agreement may specify terms and conditions for the use of software or equipment that Visa determines necessary to protect its proprietary rights. This provision does not require Visa to agree to this type of arrangement, nor does it give any VisaNet Processor the right to use VisaNet.

<sup>1</sup> This does not apply to a US or CEMEA Member using Direct Exchange.

ID# 150415-010410-0025882

#### 10.2.1.3 VisaNet Processor and Payment Facilitator Agreement - LAC Region (New)

**Effective 1 December 2014**

In the LAC Region, in Brazil a VisaNet Processor and a Payment Facilitator must enter into an agreement directly with Visa before the delivery of any services to Visa Members.

This provision does not require Visa to agree to this type of arrangement, nor does it give any VisaNet Processor the right to use VisaNet.

ID# 150415-011214-0029221

#### 10.2.1.4 VisaNet Processor Requirements Related to Third Parties

A contract between a Member and its VisaNet Processor must require the VisaNet Processor to:

- Ensure that any third party that uses the Member's BIN is properly registered with Visa by that Member
- Notify BIN Licensees in writing and receive written approval before allowing a Third Party Agent to use the Member's BIN or granting access to Cardholder information
- Report at least quarterly to the Member and Visa any third party that uses its BIN

ID# 151014-010410-0025881

#### 10.2.1.5 General Member Responsibilities for VisaNet Processors

A Member that has a contract with a VisaNet Processor must:

- Provide Transaction-related processing instructions directly to its VisaNet Processor
- Distribute written policies and procedures to its VisaNet Processors
- Establish a risk management program to control risks related to the use of VisaNet Processors, such as:
  - Loss of operational control
  - Service provider failure
  - Confidentiality and physical and logical security of Cardholder and Visa Transaction Information
- Verify that the principals and senior management of the VisaNet Processor have the requisite knowledge and experience to successfully perform the contracted services<sup>1</sup>
- Conduct from time to time an on-site inspection of the business premises<sup>1</sup> to:
  - Verify inventory

- Inspect operational controls
- Monitor security standards regarding unauthorized disclosure of or access to Visa data and other payment systems

<sup>1</sup> Except when a VisaNet Processor is a Member or special Licensee

ID# 151014-010410-0025880

#### 10.2.1.6 Procedures for Use of an Airline Authorizing Processor

Before implementing a direct connection to VisaNet, a Member must ensure that its Airline Authorizing Processor has either:

- Completed and submitted to Visa a *VisaNet Letter of Agreement*
- Signed a separate agreement with Visa

If a Member that acquires Airline Transactions is using an approved Airline Authorizing Processor, the Member is not required to submit a *VisaNet Letter of Agreement* or *VisaNet Processor and Third Party Registration and Designation*.

ID# 151014-010410-0001021

#### 10.2.1.7 Requirements for VisaNet Processor Marketing Materials

A Member must require that its VisaNet Processor:

- Uses only marketing materials approved by the Member
- Ensures that all marketing materials displaying the Visa-Owned Marks also include the Member name,<sup>1</sup> which must be more prominent and in a larger font than that of the VisaNet Processor
- Is prominently identified on the marketing materials as an agent or representative of the Member, unless the Member has provided its approval to exclude its name from such marketing materials
- For Visa Prepaid Card distribution, ensures that any website displaying the Visa-Owned Marks or offering Visa Card services clearly and conspicuously includes the Member name, which must be located close to the Visa-Owned Marks

<sup>1</sup> In the Canada Region, with Member approval and provided that the Acquirer Processor has entered into the form of Trademark License Agreement for Acquirer Processors as prescribed by Visa, a Member's Acquirer Processor may display certain Visa-Owned Marks on its marketing materials without the Member's name or logo in accordance with the terms of the Trademark License Agreement for Acquirer Processors.

ID# 151014-010410-0025885

#### 10.2.1.8 Changes in VisaNet Processor Relationships

A Member that uses a VisaNet Processor must:

- Immediately notify Visa if any change occurs in the VisaNet Processor relationship, including termination, change of ownership or business function, or processor
- Ensure that any changes to BIN relationships comply with the applicable BIN licensing requirements

ID# 151014-151014-0028290

#### 10.2.1.9 Non-Member VisaNet Processor or Clearing Member Reporting

A Member that uses a non-Member VisaNet Processor or Clearing Member to process Transaction-related data must submit, upon request, an annual report to Visa that includes at least all of the following:

- Identification of the services provided by the non-Member VisaNet Processor or Clearing Member
- Products and programs supported
- BINs under which the Member's activity is processed

ID# 151014-010410-0025874

#### 10.2.1.10 VisaNet Processor Independent Audit

Upon designation of a VisaNet Processor, a sponsoring Member must obtain and review an independent audit of the internal controls that support the VisaNet Processor's VisaNet interface.<sup>1</sup> The audit must be conducted annually and use standard audit practices of the International Audit Standards or other regionally acceptable standards agreed by Visa.

<sup>1</sup> This does not apply if the VisaNet Processor is a Member or special Licensee.

ID# 150415-010410-0025878

#### 10.2.1.11 VisaNet Processor Acting as Clearing Processor

A Member must ensure that its VisaNet Processor acting as a Clearing Processor:

- Provides access to Cardholder, Merchant, Sponsored Merchant, Payment Facilitator, and Member data

- Withholds or redirects Settlement funds, as required by Visa

ID# 151014-250314-0025883

### 10.2.1.12 Visa Collection of Funds from a Member or VisaNet Processor

In collecting funds owed by a Member or VisaNet Processor, Visa may take, but is not limited to, the following actions:

- Take and liquidate collateral posted by a Member or VisaNet Processor, as specified in the agreement for the posting
- After providing at least one business day's notice before the collection, either:
  - Debit the Member's or VisaNet Processor's Clearing account through VisaNet
  - Withhold amounts from payments that Visa owes to the VisaNet Processor

In the US Region, a Member or VisaNet Processor must remit the total amount owed, as specified in the *Visa International Certificate of Incorporation and Bylaws*.

If a US Member or VisaNet Processor does not remit the amount owed, the Member is responsible for Visa expenses incurred in collecting the funds, including, but not limited to, costs and expenses of legal action.

A US Member from which Visa collects amounts due must continue to honor its obligations to Merchants and Sponsored Merchants.

A VisaNet Processor must not charge a US Member's Clearing account unless either:

- Visa has directed the VisaNet Processor to do so
- The Member whose account is to be charged has provided written consent for the charge and the consent does not prevent the Member from complying with the Visa Rules

Visa is not required to exhaust its remedies in collecting from one US Member or VisaNet Processor before collecting from another Member.

ID# 150415-010410-0025889

### 10.2.1.13 Member or VisaNet Processor Dispute of Amount Collected by Visa

If a Member or VisaNet Processor wishes to dispute an amount collected by Visa, it must both:

- Provide written notice to Visa within 60 calendar days of the collection date, if it wishes to dispute its liability for or the amount of the collection



- Not withhold payment because the Member or VisaNet Processor disputes its liability for the payment

Visa is both:

- Liable only for the amount improperly collected plus interest at the prime rate in effect at the Settlement Bank used by Visa
- Not liable for collections made in error, except for intentional misconduct

ID# 151014-010410-0025891

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## 10.2.2 Member Requirements Related to Third Party Agents

### 10.2.2.1 Member Risk Management Responsibilities for Third Party Agents

Before contracting with a Third Party Agent, a Member must:

- Determine that the entity is financially responsible
- Comply with the Third Party Agent Registration Program
- Conduct a background investigation to verify the responsibility (including, where appropriate, financial responsibility) of the principals and ensure that no significant derogatory information exists. If applicable laws or regulations prohibit checks (including financial reviews) on individuals, the Member must note this when registering the Third Party Agent and note what other due diligence procedures were undertaken to ensure that due diligence was completed.

ID# 151014-010410-0025906

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### 10.2.2.2 Member Approval of Third Party Agent

A senior officer of a Member must review all documentation and approve a Third Party Agent. Approval must be based on sound business practices that will not compromise the Member or Visa, and must not be based solely on any purported limitation of the Member's financial liability in any agreement with the Third Party Agent.

ID# 151014-010410-0025896

### 10.2.2.3 Third Party Agent Contract Requirements

A Member must execute a written contract with each Third Party Agent that performs Cardholder or Merchant solicitation or stores, processes, or transmits Cardholder or Transaction data on behalf of the Member. The contract, to the extent permitted by applicable laws or regulations, must comply with all of the following:

- Include minimum standards established by Visa, including, but not limited to:
  - Policies
  - Procedures
  - Service levels
  - Performance standards
- Include language that:
  - Permits Visa to conduct financial and procedural audits and general reviews at any time
  - Requires the Third Party Agent to make Cardholder and Merchant information available to Visa and regulatory agencies
  - Contains a notice of termination clause
  - Permits Visa to determine the necessity of and impose risk conditions on the Third Party Agent
- Require that the Third Party Agent comply with:
  - The Visa Rules
  - Applicable laws or regulations
- Be executed by a senior officer of the Member
- Contain at least the substance of the provisions specified in Section 10.2.2, "Member Requirements Related to Third Party Agents"
- Require that the Third Party Agent comply with the Payment Card Industry Data Security Standard (PCI DSS)
- Include a provision allowing the Member or its Merchant to terminate the contract if the Third Party Agent participates in any of the activities described in Section 10.2.2.18, "Prohibition of Third Party Agents from Providing Services," or the Member or its Merchant becomes insolvent

ID# 151014-010410-0025902

### 10.2.2.4 Third Party Agent On-Site Inspection

Before registering a Third Party Agent, a Member must perform an on-site inspection of the Third Party Agent's business location as part of the due diligence requirement to:

- Verify inventory, if applicable
- Review solicitation or sales materials
- Inspect operational controls
- Monitor security standards regarding unauthorized disclosure of, or access to, Visa Transaction Information and other payment systems' transaction information

Visa may conduct an on-site inspection of any Third Party Agent to validate its compliance with the applicable security requirements.

ID# 151014-010410-0025907

#### 10.2.2.5 Member and Third Party Agent Compliance with Due Diligence Standards

Before registering a Third Party Agent, a Member must complete and validate compliance with the applicable regional due diligence standards that are available through the Visa Membership Management application or from Visa. Upon Visa request, a Member may be required to provide documentation to confirm compliance with regional due diligence standards.

A Member with a registered Third Party Agent must perform an annual review of the Third Party Agent to confirm ongoing compliance with applicable regional due diligence standards.

ID# 151014-010410-0025895

#### 10.2.2.6 Member Confirmation of Third Party Agent Relationships

A Member must review the Visa Membership Management application or the appropriate regional form each time it signs a Third Party Agent to confirm if another Member has discontinued its relationship with the Third Party Agent. Registration of a Third Party Agent does not represent confirmation by Visa of the Third Party Agent's compliance with any specific requirement.

ID# 151014-010410-0025908

#### 10.2.2.7 Third Party Agent Change Notification

A Member must use the Visa Membership Management application or the appropriate form to notify Visa of any change in a Third Party Agent's principals or business relationship (including change of ownership or termination of contract). The Member must submit the notice to Visa within 5 business days of the change or knowledge of the change.

The Member must forward to Visa requests for correction.

ID# 151014-010410-0025899

### 10.2.2.8 Member Requirements for Third Party Agents (Updated)

A Member that uses a Third Party Agent must do all of the following:

- Identify the Third Party Agent to Visa using the Visa Membership Management application and designate the activities that it is authorized to perform on the Member's, or the Member's Merchant's, behalf
- Control the approval and review of Merchants, approval of Cardholder applications, and establishment of Merchant fees for Transactions
- Guarantee that it and the Third Party Agent will comply with Third Party Agent requirements and Section 10.4, "Account and Transaction Information Security"
- Ensure that the Third Party Agent has access to and uses the information contained in the current Visa Interchange Directory, if the Member uses the Third Party Agent for processing any of the following:
  - Chargebacks
  - Arbitration cases
  - Compliance cases
  - Authorizations
  - Referrals
  - Fraud reporting cases
  - Settlement
- Advise the Third Party Agent that:
  - It must not represent registration in the Third Party Registration Program as Visa endorsement of its services
  - Registration of a Third Party Agent is specific to each Member, and a separate Third Party Agent registration is required for each Member business relationship
- Accept responsibility for any and all losses caused by its Third Party Agent
- After discontinuing a Third Party Agent relationship, maintain a file on the Third Party Agent that includes records of all applicable due diligence and retain this file, with the reason for discontinuance, for a minimum of 2 years

ID# 150415-010410-0025909

### 10.2.2.9 High-Risk Agent Registration

An Acquirer that signs an Agent to solicit High-Brand Risk Merchants must register that Agent as high-risk with Visa.

ID# 151014-011211-0026347

### 10.2.2.10 Member Responsibilities for Card Activities

A Member is responsible for all Card activities associated with Visa products and services, whether performed directly or indirectly by the Member or a Third Party Agent. The Member must, at a minimum, guarantee that:

- Its Merchants are paid for proper acceptance of a Card
- Payments received from Cardholders are applied for the purpose for which they were remitted

These obligations must not be waived, abrogated, or superseded in any manner.

ID# 151014-010410-0025910

### 10.2.2.11 Member Report of Third Party Agent Activities

Upon Visa request, a Member must submit a detailed quarterly report of the activities and services of each Third Party Agent doing business on its behalf. The quarterly report must be signed by an authorized officer.

Visa may assess a non-compliance assessment if the Member fails to provide this information within 30 calendar days from the end of each quarter.

ID# 151014-010410-0025911

### 10.2.2.12 Third Party Agent Responsibility to Provide Cardholder or Merchant Information

If a Member, Visa or its designees, or any regulatory agency requests Cardholder or Merchant information of any type, a Third Party Agent must provide the information in writing no later than 7 business days from receipt of a request. If applicable laws or regulations prohibit the provision of the information, the Third Party Agent must note the exception when the original request is submitted.

ID# 151014-010410-0025912

### 10.2.2.13 Third Party Agent Solicitation and Marketing Materials

A Member must ensure that a Third Party Agent complies with all of the following:

- Uses only solicitation materials, such as advertisements, stationery, business cards, sales brochures, and website promotional content approved by the Member
- Uses only solicitation materials that prominently identify the registering Member
- Complies with the *Visa Product and Service Rules: Use of Marks*

ID# 221014-010410-0025913

### 10.2.2.14 Requirements for Third Party Agent Solicitation and Marketing Materials

A Member must ensure all of the following if its Third Party Agent uses solicitation and marketing materials displaying the Visa-Owned Marks:

- The Member's name and headquarters city are prominently identified adjacent to the Visa-Owned Marks.
- Any subsequent Cardholder or Merchant Agreement is between the Member and the individual Cardholder or Merchant.
- On Cardholder solicitation materials, the Member, not the Third Party Agent, is noted as the Issuer of the Card.
- The material does not identify the Third Party Agent, unless the Third Party Agent is prominently identified as a representative of the Member.

ID# 151014-010410-0025914

### 10.2.2.15 Prohibition of Visa Marks on Third Party Agent Materials

A Member must not permit a Third Party Agent to use a Visa-Owned Mark on marketing materials, such as business cards and letterhead on stationery.

A Third Party Agent must present itself to all current and prospective Cardholders and Merchants under the Trade Name or "doing business as" (DBA) name registered with the Member.

ID# 151014-010410-0025915

#### 10.2.2.16 Third Party Agent Compliance with Transaction Information Security Requirements

A Member must ensure that a Third Party Agent with access to account or Visa Transaction Information complies with Visa Transaction Information security requirements, as specified in Section 10.4, "Account and Transaction Information Security."

ID# 151014-010410-0025916

#### 10.2.2.17 Disclosure of Account or Visa Transaction Information

In the event of the failure, including bankruptcy, insolvency, or other suspension of business operations of one of a Member's Third Party Agents, the Member must ensure that the Third Party Agent does not sell, transfer, or disclose any materials that contain Account Numbers, personal information, or other Visa Transaction Information to any other entity. The Member must ensure that its Third Party Agent either:

- Returns this information to the Member
- Provides to the Member acceptable proof of secure destruction of this information

ID# 151014-010410-0025917

#### 10.2.2.18 Prohibition of Third Party Agents from Providing Services

Visa may permanently prohibit a Third Party Agent and its principals from providing services with respect to Visa products for good cause, such as:

- Fraudulent activity
- Activity that causes the Member to repeatedly violate the Visa Rules
- Operating in an unsound, unsafe manner
- Any other activities that may result in undue economic hardship or damage to the goodwill of the Visa system, if the Third Party Agent fails to take corrective action

ID# 151014-010410-0025918

### 10.2.2.19 Third Party Agent Operational Review – US Region

A US Acquirer that does not meet the capital requirements specified in Section 5.3.1.3, “Acquirer Responsibilities Regarding Payment Facilitators,” must undergo an Acquirer Risk Program operational review before approval of its first Third Party Agent registration for soliciting Merchants. The cost of the operational review is the responsibility of the Acquirer.

ID# 151014-010410-0025897

### 10.2.2.20 Use of Third Party Agents by a Participant-Type Member – US Region

A US Participant-Type Member must not use a Third Party Agent unless authorized, in writing, by its Sponsor. The Sponsor must notify Visa of this authorization.

ID# 151014-010410-0025919

### 10.2.2.21 Competitors as Agents – US Region

A US Member must not appoint or permit as its Agent for Cardholder or Merchant solicitation any organization, or its respective subsidiaries or affiliates, that Visa deems to be a competitor, including:

- American Express Company
- Discover Financial Services

ID# 151014-010410-0001166

### 10.2.2.22 Agent Prohibitions Related to Visa-Owned Marks – US Region

An Agent of a US Member must not:

- Permit the use of any Visa-Owned Mark by any of its own agents
- Use any Visa-Owned Mark on any marketing material, including business cards and letterhead on stationery

ID# 151014-010410-0001168



### 10.3 Merchant Agreement Requirements

#### 10.3.1 Investigation of Loss, Theft, Compromise, Fraud, and Laundering

##### 10.3.1.1 Requirement to Investigate Suspected or Confirmed Loss, Theft, Compromise, Fraud, or Laundering

A Member must comply with *What To Do If Compromised* and conduct a thorough investigation of suspected or confirmed:

- Loss, theft, or compromise of Visa account or Cardholder information
- Loss, theft, or compromise of Visa account or Cardholder information by one of its agents or Merchants
- Fraud and/or laundering of a Transaction

After completing the investigation, the Member must demonstrate its ability to prevent future loss, theft, or compromise of Visa account or Cardholder information, as specified in the Account Information Security Program and Payment Card Industry Data Security Standard (PCI DSS).

If Visa requires a Member or its agent to conduct an additional investigation, the Member or its agent must:

- Provide access to the premises involved in the investigation
- Provide Visa and its agent access to all applicable records, including, but not limited to, the following:
  - Computer forensic reports
  - Network diagrams
  - Systems connected directly or indirectly to VisaNet or used to transmit, process, or store account data
- Engage a Payment Card Industry Forensic Investigator (PFI). If the Member or its agent fails to do so, Visa may engage a PFI to perform a forensic investigation and will assess all investigative costs to the Member.

ID# 151014-010410-0007123

### 10.4 Account and Transaction Information Security

#### 10.4.1 Account, Cardholder, and Transaction Information Security

##### 10.4.1.1 Member Reporting of Loss or Theft of Information

As specified in *What To Do If Compromised*, a Member must immediately report to Visa by telephone, fax, or email the suspected or confirmed:

- Loss, theft, or compromise of Visa account or Cardholder information<sup>1</sup>
- Loss, theft, or compromise of Visa account or Cardholder information by one of its agents or Merchants<sup>1</sup>
- Fraud and/or laundering of a Transaction

The report must contain, to the extent possible:

- Member and Merchant or agent name
- Format, number, and range of account information missing or compromised
- Specific Account Numbers missing or compromised
- Type or data elements of account information on missing material (for example: Track 1 data, Track 2 data, CVV2, Cardholder name, Cardholder address)
- Pertinent details about the loss, theft, or compromise and ensuing investigation
- Contact name and telephone number for additional information
- Name and telephone number of person reporting the loss or theft

<sup>1</sup> In the US Region, may be reported on behalf of a Member by its agent or by a Merchant or its agent

ID# 151014-010410-0007999

##### 10.4.1.2 Acquirer Compliance Program for Payment Card Industry Data Security Standard (PCI DSS) in Australia and New Zealand – AP Region

In Australia and New Zealand, an Acquirer of a Level 4 Merchant must provide to Visa a risk-based compliance program for its Level 4 Merchants that includes at least all of the following:

- Timeline of critical events
- Risk profiling strategy
- Merchant education strategy

- Compliance strategy
- Compliance reporting strategy

An Acquirer must provide to Visa a *PCI DSS Implementation Plan Report* by 31 March and 30 September of each year.

ID# 151014-060111-0026177

#### 10.4.1.3 Compromise at Member's Contractors or Agents – US Region

A US Member must implement policies and procedures requiring its contractors or Agents to notify the Member if the contractor or Agent experiences a security breach or reasonably believes that Cardholder information was compromised as a result of that breach.

ID# 151014-010410-0001799

#### 10.4.1.4 Security Standards for Materials Containing Account Information – US Region

A US Issuer must ensure that both a fulfillment vendor or prepaid storage facility that is used to consolidate materials containing account information before delivering them to the United States Postal Service or overnight courier comply with the *Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors*.

ID# 151014-010410-0008026

### 10.4.2 Confidential Consumer Cardholder Information

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#### 10.4.2.1 Visa Safeguards for Confidential Consumer Cardholder Information – US Region

In the US Region, Visa and its subsidiaries will restrict access to Confidential Consumer Cardholder Information to those employees that Visa or its subsidiaries has determined need to know that information to provide products and services to Members.

Visa and its subsidiaries will maintain physical, electronic, and procedural safeguards that are designed to:

- Maintain the security and confidentiality of Confidential Consumer Cardholder Information

- Protect against anticipated threats or hazards to the security or integrity of Confidential Consumer Cardholder Information
- Prevent unauthorized access to, or use of, such Confidential Consumer Cardholder Information that could result in substantial harm or inconvenience to Consumer Cardholders

Visa will notify a Member in the event that Visa reasonably believes that Confidential Consumer Cardholder Information about a Member's customer has been compromised due to a breach of security.

ID# 151014-010410-0008003

#### 10.4.2.2 Destruction of Confidential Consumer Cardholder Information – US Region

In the US Region, Visa and its subsidiaries will use reasonable measures designed to ensure that all Confidential Consumer Cardholder Information is erased or destroyed, in accordance with regulatory guidelines, so as to render the information unreadable.

A US Member must implement policies and procedures designed to ensure timely disposal or destruction of Confidential Consumer Cardholder Information, in accordance with regulatory guidelines, in a manner that makes the information unreadable.

ID# 151014-010410-0008007

## 10.5 Activity and Compliance Monitoring

### 10.5.1 Member Activity Monitoring Requirements

#### 10.5.1.1 Acquirer Investigation of Merchant Outlet

An Acquirer must investigate a Merchant Outlet that appears on an exception report.<sup>1</sup> If the investigation reveals Merchant involvement in illegal or fraudulent activity, the Acquirer must do all of the following:

- Take appropriate legal action to minimize losses
- Cooperate with Issuers and law enforcement agencies
- Attempt to make the Merchant responsible for the Transaction
- Hold funds, if possible
- Initiate criminal and civil proceedings against the Merchant, if applicable

<sup>1</sup> An LAC Acquirer must conduct an investigation of a Merchant Outlet that appears in a Central Deposit Monitoring report .

ID# 151014-010410-0002419

#### 10.5.1.3 Acquirer Monitoring of Payment Facilitator and Sponsored Merchant Activity

An Acquirer must comply with Merchant monitoring standards for each of its Payment Facilitators, as specified in Section 10.5.7, "High-Brand Risk Merchant Monitoring." A Sponsored Merchant that exceeds Visa thresholds for excessive Chargebacks or Fraud Activity will be subject to monitoring programs.

ID# 151014-010711-0026439

#### 10.5.1.5 Merchant Exception Reports – US Region

Beginning with Merchant Outlet Deposit activity processed on the 31st calendar day from the first Deposit, a US Acquirer must generate unusual activity reports if either of the following occurs:

- Current weekly gross sales volume equals or exceeds USD 5,000 and any of the following meets or exceeds 150% of normal weekly activity:
  - Number of weekly Transaction Deposits
  - Gross amount of weekly Deposits
  - Average Transaction amount
  - Number of weekly Chargebacks
- Average elapsed time between the Transaction Date and the Acquirer's Processing Date for a Transaction (counting each as one day) exceeds 15 calendar days

ID# 151014-010410-0002223

#### 10.5.2 Monitoring of Visa Compliance

##### 10.5.2.1 Member Monitoring of Visa Compliance – US Region

In the US Region, Visa and its subsidiaries will adopt policies and procedures and provide Members with appropriate reviews and reports to enable Members to monitor the compliance of Visa and its subsidiaries with these commitments.

ID# 151014-010410-0000512

### 10.5.3 Chargeback Monitoring

#### 10.5.3.1 Global Merchant Chargeback Monitoring Program Overview

Visa monitors Merchant Outlets and Acquirers that generate an excessive level of international Chargebacks through the Global Merchant Chargeback Monitoring Program. Disputes related to Chargeback reason code 93 (Merchant Fraud Performance Program) are excluded from program monitoring.

A Merchant Outlet is identified in the Global Merchant Chargeback Monitoring Program if it meets or exceeds all of the following monthly performance activity levels:<sup>1</sup>

- 200 international Chargebacks
- 200 International Transactions
- 2% ratio of international Chargebacks to International Transactions

An Acquirer is identified in the Global Merchant Chargeback Monitoring Program if it meets or exceeds all of the following monthly performance activity levels:<sup>1</sup>

- 500 international Chargebacks
- 500 International Transactions
- 1.5% ratio of international Chargebacks to International Transactions
- One or more Merchants in the program during the reporting month

<sup>1</sup> Visa may modify or create new monthly performance levels.

ID# 150415-010410-0006039

#### 10.5.3.2 Global Merchant Chargeback Monitoring Program – Revocation of Workout Period

Visa may, at its discretion, revoke the Workout Period of a Merchant in the Global Merchant Chargeback Monitoring Program if Visa deems that the Merchant's activities may cause undue harm to the goodwill of the Visa payment system.

ID# 151014-010610-0025678

### 10.5.3.3 Global Merchant Chargeback Monitoring Program – Merchant Status

A Merchant that changes Acquirers while in the Global Merchant Chargeback Monitoring Program will be assigned the equivalent status in the program with the new Acquirer.

ID# 151014-010610-0025679

### 10.5.3.4 Global Merchant Chargeback Monitoring Program – Data Quality Compliance

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Global Merchant Chargeback Monitoring Program, Visa may:

- Assess a non-compliance assessment to the Acquirer
- Permanently disqualify the Merchant and its principals from participating in the Visa Program

For the purposes of administering Merchant compliance under the Global Merchant Chargeback Monitoring Program, if an Acquirer submits Interchange for a single Merchant Outlet under multiple names, Visa may both:

- Group the Merchant activity
- Notify the Acquirer of the Interchange grouping

Visa may evaluate Payment Facilitator performance either by aggregating all Interchange activity together or at the Sponsored Merchant level.

ID# 151014-010610-0025680

### 10.5.3.5 Global Merchant Chargeback Monitoring Program – US Region

The Acquirer of a US Merchant in the Global Merchant Chargeback Monitoring Program is subject to the terms of the program for the Merchant's total volume of US domestic and international Chargebacks.

ID# 151014-010410-0002369

### 10.5.3.6 Merchant Chargeback Activity Monitoring – US Region

A US Acquirer must monitor the Chargeback-to-Interchange volume ratio of its Merchant and identify a Merchant that experiences all of the following activity levels during any month:

- 100 or more Interchange Transactions

- 100 or more Chargebacks
- A 1% or higher ratio of overall Chargeback-to-Interchange volume

ID# 151014-010410-0002220

### 10.5.3.7 Merchant Chargeback Monitoring Program Overview – US Region

Visa monitors the total volume of US Domestic Interchange, International Interchange, and Chargebacks for a single Merchant Outlet and identifies US Merchants that experience all of the following activity levels during any month:

- 100 or more interchange transactions
- 100 or more Chargebacks
- A 1% or higher ratio of overall Chargeback-to-Interchange volume

For the purposes of the US Merchant Chargeback Monitoring Programs, if an Acquirer submits Interchange for a single Merchant Outlet under multiple names, Visa both:

- Groups the Merchant activity
- Notifies the respective Acquirer of the Interchange grouping

ID# 151014-010410-0008123

### 10.5.3.8 Merchant Chargeback Monitoring Program – Acquirer Requirements after Notification – US Region

Within 10 calendar days of receipt of Notification that a Merchant Outlet has met or exceeded the thresholds specified in Section 10.5.3.7, "Merchant Chargeback Monitoring Program Overview – US Region," a US Acquirer must both:

- Notify the Merchant
- Provide Visa with the specific information requested

ID# 150415-010410-0002356



### 10.5.3.9 Merchant Chargeback Monitoring Program – Merchant Region – US Region

A Merchant Outlet that moves to the US Region at the time that it is in another Visa Region's Chargeback monitoring program will be assigned the equivalent status in the US Region's comparable Chargeback monitoring program.

ID# 151014-010410-0002352

### 10.5.3.10 Additional Monitoring of Merchants in the Merchant Chargeback Monitoring Program – US Region

A US Merchant identified in the Merchant Chargeback Monitoring Program may be monitored under the terms of the High-Brand Risk Chargeback Monitoring Program if Visa determines that the Merchant's activities may cause undue harm to the goodwill of the Visa system.

ID# 151014-010611-0026368

### 10.5.3.11 Merchant Chargeback Monitoring Program – Merchant Disqualification – US Region

If a US Merchant Outlet continues to meet or exceed the Chargeback thresholds beyond the periods specified in Section 12.7.4.5, "Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments – US Region," Visa may permanently disqualify the Merchant from participating in the Visa Program. Visa notifies both the Acquirer and Merchant of the disqualification and its effective date.

ID# 151014-010410-0002359

### 10.5.3.12 Critical Chargeback Levels – US Region

If a US Merchant Outlet demonstrates a critical level of Chargeback-to-Interchange volume at any time during a given month, Visa may require the Merchant's Acquirer to terminate the Merchant Agreement.

ID# 151014-010410-0002360

### 10.5.3.13 Acquirer Chargeback Monitoring Program – US Region

Visa monitors the total volume of US Domestic Interchange, International Interchange, and Chargebacks for a US Acquirer that experiences all the following activity levels during any month:

- 500 or more Interchange Transactions
- 500 or more Chargebacks
- A 1% or higher ratio of overall Chargeback-to-Interchange volume

ID# 151014-010410-0002361

### 10.5.4 Acquirer Fraud Monitoring

#### 10.5.4.2 Acquirer Monitoring Program Inspection – LAC Region

Visa may, on a quarterly basis, inspect an LAC Acquirer's or Agent's facilities when the quarterly amount of confirmed purchase fraud exceeds USD 100,000 and the quarterly average of confirmed fraud purchase Transactions as a percentage of purchase sales volume for its affiliated Merchants exceeds 0.3%.

ID# 151014-010410-0000577

### 10.5.5 Merchant Fraud Monitoring

#### 10.5.5.1 Merchant Fraud Performance Program Requirements

An Acquirer must address any fraud exposure attributed to a Merchant Outlet that is identified by the Merchant Fraud Performance Program within the time period specified in the *Merchant Fraud Performance Program – Program Guide*.

ID# 151014-010410-0001864

#### 10.5.5.2 Merchant Fraud Performance Program – AP Region

An AP Merchant Outlet is identified in the Merchant Fraud Performance Program if it violates the Visa Rules or if it meets or exceeds monthly international fraud levels specified in the *Visa Asia Pacific Merchant Fraud Performance Program Guide*. Visa may modify or create new monthly performance levels after evaluation of the program's success in identifying Merchants that cause undue economic hardship or damage to the goodwill of the Visa system.

ID# 151014-010410-0000612

##### 10.5.5.3 Domestic Merchant Fraud Performance Program – Canada Region

A Canada Member must comply with the *Domestic Merchant Fraud Performance User's Manual (Canada)*.

ID# 151014-010410-0000616

##### 10.5.5.4 Risk Identification Service Online – Excessive Fraud Activity Notification – US Region

A US Acquirer that receives an Excessive Fraud Activity Notification for its Merchant enters a 3-month Workout Period.

Within 10 calendar days of receipt of the Notification of fraud activity, the US Acquirer must:

- Notify the Merchant
- Provide Visa with the specific information requested

An identified Merchant will enter a remediation program that may last up to 10 months.

ID# 151014-010410-0008131

##### 10.5.5.5 Risk Identification Service (RIS) Online Merchant Name Consolidation – US Region

In the US Region, for the purposes of Risk Identification Service (RIS) Online, if Visa determines that Transactions from a single Merchant are entered into Interchange under multiple names, Visa may:

- Consolidate the Merchant activity from all names into one
- Designate and monitor the Merchant as an identified Merchant
- Track and report the consolidated Merchant activity under current RIS Online parameters

ID# 151014-010410-0003483

##### 10.5.5.6 Merchant Fraud Activity Monitoring – Merchant Region – US Region

A US Merchant Outlet that is in a Merchant Fraud Activity monitoring program in another Visa Region and moves to the US Region is assigned the equivalent status in the RIS Online Fraud Activity monitoring program.

ID# 151014-010410-0001866

### 10.5.5.7 Critical Merchant Fraud Activity Level – US Region

In the US Region, if an identified Merchant demonstrates a critical level of Fraud Activity-to-sales ratio at any time during a given month, Visa may require the Acquirer to terminate the Merchant Agreement.

ID# 151014-010410-0001871

### 10.5.6 High-Brand Risk Merchants

#### 10.5.6.1 High-Brand Risk MCCs

A Merchant required to use one of the following MCCs is considered a High-Brand Risk Merchant:

- 5962 (Direct Marketing – Travel-Related Arrangement Services)
- 5966 (Direct Marketing – Outbound Telemarketing Merchants)
- 5967 (Direct Marketing – Inbound Telemarketing Merchants)
- 7995 (Betting, including Lottery Tickets, Casino Gaming Chips, Off-Track Betting, and Wagers at Race Tracks)
- 5912 (Drug Stores, Pharmacies)
- 5122 (Drugs, Drug Proprieties, Druggist Sundries)
- 5993 (Cigar Stores and Stands), for Merchants that sell cigarettes in a Card-Absent Environment

ID# 151014-010410-0008137

#### 10.5.6.2 High-Brand Risk Merchant Registration – US Region

Before accepting Transactions from a High-Brand Risk Merchant, a US Acquirer must register the Merchant using a *Visa U.S.A. High Risk Merchant Registration and Certification* form.

This does not apply to Merchants assigned the following MCCs:

- 5122 (Drugs, Drug Proprieties, Druggist Sundries) or 5912 (Drug Stores, Pharmacies), if the Merchant is accredited by the National Association of Boards of Pharmacy or other legal regulatory body recognized by Visa
- 5993 (Cigar Stores and Stands)

ID# 150415-011211-0026345

### 10.5.7 High-Brand Risk Merchant Monitoring

#### 10.5.7.1 High-Brand Risk Merchant Monitoring – US Region

A US Acquirer must monitor its High-Brand Risk Merchants. An Acquirer of a High-Risk Internet Payment Facilitator must:

- Register its High-Brand Risk Sponsored Merchants as High-Brand Risk Merchants
- Monitor its High-Risk Internet Payment Facilitators

ID# 151014-011211-0026346

#### 10.5.7.2 High-Brand Risk Merchant Unusual Activity Reporting – US Region

For its High-Brand Risk Merchants, a US Acquirer must generate unusual activity reports daily, and report any unusual activity to Visa within 2 business days, if either of the following:

- Current weekly gross sales volume equals or exceeds USD 5,000 and any of the following exceeds 150% of the normal daily activity:
  - Number of daily Transaction Receipt Deposits
  - Gross amount of daily Deposits
  - Average Transaction amount
  - Number of daily Chargebacks
- Average elapsed time between the Transaction Date and Processing Date for a Transaction (counting each as one day) exceeds 15 calendar days

ID# 151014-011211-0026374

#### 10.5.7.3 High-Brand Risk Merchants – Acquirer Requirements

For a High-Brand Risk Merchant, an Acquirer must do all of the following:

- Retain at least the following daily data:
  - Gross sales volume
  - Average Transaction amount
  - Number of Transaction Receipts
  - Average elapsed time between the Transaction Date of the Transaction Receipt and the Settlement Date (counting each as one day)

- Number of Chargebacks
- Collect the data over a period of at least one month, beginning after each Merchant's initial Deposit
- Use the data to determine the Merchant's normal daily activity of the categories specified in this section
- Begin the daily monitoring of the Merchant's activity processed on the 31st calendar day from the first Deposit
- Compare current related data to the normal daily activity parameters at least daily
- Review the Merchant's normal daily activity at least weekly, using the previous week's activity
- At least monthly, adjust the Merchant's normal daily activity, using the previous month's activity

ID# 151014-010611-0026340

#### 10.5.7.4 High-Brand Risk Merchant Exception Reports

An Acquirer must generate High-Brand Risk Merchant exception reports daily and report any unusual activity to Visa within 2 business days, if either of the following:

- The Merchant's current weekly gross sales volume equals or exceeds USD 5,000 (or local currency equivalent), and any of the following exceeds 150% of the Merchant's normal daily activity:
  - Number of daily Transaction Deposits
  - Gross amount of daily Deposits
  - Average Transaction amount
  - Number of daily Chargebacks
- The average elapsed time between the Transaction Date and Processing Date or between the Processing Date and Settlement Date for a Transaction (counting each as one day respectively) exceeds 15 calendar days

ID# 151014-010611-0026341

#### 10.5.7.5 Investigation of Merchant on High-Brand Risk Merchant Exception Report

An Acquirer must investigate a Merchant that appears on its High-Brand Risk Merchant exception report within one business day of generating the report. If the investigation reveals Merchant involvement in illegal or fraudulent activity, the Acquirer must do all of the following:

- Take appropriate legal action to minimize losses
- Cooperate with Issuers and law enforcement agencies

- Attempt to make the Merchant responsible for the Transaction
- Hold funds, if possible
- Initiate criminal and civil proceedings against the Merchant, if applicable

ID# 151014-010611-0026342

#### 10.5.7.6 Acquirer Provision of High-Brand Risk Merchant Monitoring Information

Upon Visa request, an Acquirer must provide both of the following within 7 calendar days to demonstrate compliance with High-Brand Risk Merchant monitoring standards:

- Copies of actual reports or records used to monitor the Merchant's Deposits
- Any other data requested by Visa

ID# 151014-010611-0026343

#### 10.5.7.7 High-Brand Risk Chargeback Monitoring Program – US Region

Visa monitors the total volume of US Domestic Interchange, International Interchange, and Chargebacks for a US Merchant specified in Section 10.5.6.1, "High-Brand Risk MCCs," and identifies Merchants that experience all of the following activity levels during any month:

- 100 or more interchange Transactions
- 100 or more Chargebacks
- A 1% or higher ratio of overall Chargeback-to-Interchange volume

For the purposes of the High-Brand Risk Chargeback Monitoring Program, if a Merchant submits Interchange under multiple names, Visa:

- Groups the Merchant activity
- Notifies the respective Acquirer of the Interchange grouping

ID# 151014-010611-0026367

#### 10.5.7.8 High-Brand Risk Chargeback Monitoring Program – Chargeback Ratios – US Region

If a US Merchant specified in Section 10.5.6.1, "High-Brand Risk MCCs," meets or exceeds either of the applicable Chargeback ratios specified in Section 10.5.7.7, "High-Brand Risk Chargeback Monitoring Program – US Region," Visa sends a Notification to the Merchant's Acquirer.

Within 15 calendar days of receipt of the Notification, the Acquirer must:

- Notify the Merchant
- Provide Visa with the specific information requested

ID# 151014-010611-0026369

### 10.5.7.9 Merchant Disqualification from the Visa Program – US Region

Visa may disqualify a US Merchant specified in Section 10.5.6.1, “High-Brand Risk MCCs,” from participating in the Visa Program if the Merchant does any of the following:

- Meets or exceeds a critical level of Chargeback activity
- Acts with the intent to circumvent Visa programs
- Causes harm to the Visa system

Visa will send a Notification to the Acquirer advising all of the following:

- The date the Acquirer must stop submitting the disqualified Merchant's Transactions
- Reasons for the disqualification
- Notice of the right to appeal

The Acquirer may appeal the disqualification as follows:

- The Acquirer's appeal letter must be received by Visa within 15 days of the Acquirer's receipt of the disqualification Notification.
- The Acquirer must pay a non-refundable fee and include it with the appeal letter.
- The evidence and arguments for the appeal must be submitted in the appeal letter.
- No oral presentations are permitted.

ID# 151014-010410-0005865

### 10.5.8 High-Risk Internet Payment Facilitator Requirements

#### 10.5.8.1 High-Brand Risk Acquirer Registration

An Acquirer that has not previously acquired Electronic Commerce Merchants or Mail/Phone Order Merchants classified by Visa as High-Brand Risk Merchants must:

- Submit to Visa a *Visa New High-Brand Risk Acquirer Registration Form*



- Not process or enter a High-Brand Risk Transaction into Interchange until written confirmation has been received from Visa that the Acquirer has been registered and approved by Visa
- Immediately submit a revised form indicating any changes to the information

ID# 151014-010611-0026379

#### 10.5.8.2 High-Risk Internet Payment Facilitator Agreement

An Acquirer must ensure that a High-Risk Internet Payment Facilitator Agreement requires both:

- That the High-Brand Risk Sponsored Merchant Agreement be signed by a senior officer of the High-Risk Internet Payment Facilitator
- The High-Risk Internet Payment Facilitator to report both:
  - Acquisition of new High-Brand Risk Sponsored Merchants
  - Monthly Transaction activity for all High-Brand Risk Sponsored Merchants.

The reports must be provided to Visa in Visa-specified electronic formats.

ID# 151014-011211-0026332

#### 10.5.8.3 Compliance with High-Risk Internet Payment Facilitator Registration Requirements – US Region

A US Acquirer must ensure that a Payment Facilitator with one or more Sponsored Merchants classified, or that should be classified, with MCC 5967 (Direct Marketing – Inbound Teleservices Merchant) complies with the High-Risk Internet Payment Facilitator registration program and operating requirements.

ID# 151014-151014-0028292

#### 10.5.8.4 High-Risk Internet Payment Facilitator Processing Requirements

If a Cardholder accesses the Website of an electronic commerce High-Brand Risk Merchant or a High-Brand Risk Sponsored Merchant and is then linked to the Website of the High-Risk Internet Payment Facilitator for payment, the name of the High-Risk Internet Payment Facilitator must appear in the Authorization Request and Clearing Record in conjunction with the name of the High-Brand Risk Sponsored Merchant.

ID# 151014-011211-0026329

### 10.5.8.5 Visa Right to Prohibit or Disqualify Sponsored Merchants – US Region (Updated)

Visa may require a US Acquirer to directly contract with a Sponsored Merchant if the Sponsored Merchant either:

- Generates or has a history of generating excessive levels of exception items (Chargebacks and/or credits) within a 12-month period
- Takes action to evade responsibility for compliance with the Visa Rules

Visa may disqualify a High-Risk Internet Payment Facilitator or High-Brand Risk Sponsored Merchant in accordance with the High-Risk Chargeback Monitoring Program or for other activity that causes undue harm to the Visa system.

ID# 150415-010410-0008667

## 10.6 Brand Protection

### 10.6.1 Global Brand Protection Program

#### 10.6.1.1 Global Brand Protection Program Data Quality

To enable the valid identification of data for the Global Brand Protection Program, an Acquirer must correctly classify its High-Brand Risk Merchants.

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Global Brand Protection Program, Visa may:

- Assess a non-compliance assessment
- Require the Acquirer to implement risk reduction measures
- Prohibit the Acquirer from acquiring High-Brand Risk Merchants for a period of one year or more

ID# 151014-010611-0026335

#### 10.6.1.2 Annual Assessments

An Acquirer is subject to an annual assessment to ensure compliance with the Global Brand Protection Program and the Visa Rules if either of the following:

- All of the following quarterly thresholds, as amended from time to time, are met or exceeded:

- A minimum of 10,000 International Transactions in a Card-Absent Environment classified as High-Brand Risk Transactions
- USD 1,000,000 worth of International Transactions in a Card-Absent Environment classified as High-Brand Risk Transactions
- A ratio of 10% of International Transactions in a Card-Absent Environment classified as High-Brand Risk Transactions versus all International Transactions acquired in a Card-Absent Environment
- One or more Merchants is identified under the Global Brand Protection Program as having been involved in illegal or prohibited Transactions

ID# 151014-011211-0026385

## 10.7 Fraud Reporting

### 10.7.1 Fraud Reporting Requirements

#### 10.7.1.1 Prepaid Clearinghouse Service (PCS) Participation – US Region

##### Effective 1 June 2015

A US Visa Prepaid Issuer must report enrollments, load transactions and provisional credit requests into the Prepaid Clearinghouse Service (PCS).

A participating Issuer must sign a PCS participation agreement and must:

- Use PCS only:
  - For fraud prevention purposes, with the sole action to validate or verify identity of a consumer in connection with the Issuer's Visa Prepaid Card programs
  - To authorize the Issuer's agents to access PCS on the Issuer's behalf
- Not use PCS:
  - For any purpose including, but not limited to:
    - Any purpose involving persons who are not applying for the Issuer's products
    - Development of marketing or solicitation materials or lists (including prescreens)
  - As the sole basis for denying an enrollment, a load or reload, or a provisional credit request for a Card or non-Visa card or other Visa or non-Visa product

- Authorize Visa to use or transfer, including to correct or update, the information reported by the Issuer to PCS for any purpose permitted by applicable laws or regulations, including, but not limited to, providing to Members any Visa service or product
- Ensure that it and its agents report full and correct information, as specified by Visa

ID# 151014-010615-0029067

### 10.7.1.2 Fraud Activity Reporting Time Limit – AP Region

An AP Issuer must report all confirmed fraudulent Transactions immediately upon detection, but no later than either:

- 60 calendar days from the Transaction Date
- 30 calendar days following the receipt of the Cardholder's dispute notification, if the notification is not received within the 60-calendar-day period

ID# 151014-010410-0002246

### 10.7.1.4 Fraud Activity Reporting Time Limit – LAC Region

An LAC Issuer must report Fraud Activity upon detection, but no later than:

- 60 calendar days from the Transaction Date, except for fraud type 03 (Fraudulent Application) and type 05 (Miscellaneous, Account Take Over)
- 30 calendar days following the receipt of the Cardholder's dispute notification, if the notification is not received within the 60-calendar-day period

ID# 151014-010609-0007054

### 10.7.1.5 Fraud Activity Reporting Compliance – AP Region

An AP Member must do all of the following:

- Report at least 90% of confirmed fraud activity
- Report at least 90% of fraud within 60 calendar days of the Transaction Date
- Use correct fraud types for at least 90% of reported fraud
- Populate all mandatory TC 40 fields

ID# 151014-010410-0001759

### 10.7.1.6 Fraud Activity Reporting Compliance – LAC Region

An LAC Issuer must report Fraud Activity and comply with all of the following:

- At least 95% of all fraud must be reported. This includes domestic and international, on-us, debit and credit, and ATM Transactions.
- At least 90% of all reported fraud must be classified correctly.
- No more than 5% of all reported fraud can be classified as fraud type 05 (Miscellaneous).
- In at least 90% of reported fraudulent Transactions, mandatory TCR2 fields must match the corresponding BASE II record fields, except the Excluded Transaction Identifier Reason field.

ID# 151014-010609-0007259

### 10.7.1.7 Result of Issuer Non-Compliance – AP Region

An AP Issuer identified as non-compliant and that fails to resolve areas of non-compliance within a period agreed between the Member and Visa following an on-site review will have the following fraud-related dispute rights suspended until compliant:

- Chargeback reason code 57 (Fraudulent Multiple Transactions)
- Chargeback reason code 62 (Counterfeit Transaction)
- Chargeback reason code 81 (Fraud – Card-Present Environment)
- Chargeback reason code 83 (Fraud – Card-Absent Environment)
- Chargeback reason code 93 (Merchant Fraud Performance Program)

ID# 151014-010410-0001760

### 10.7.1.8 Fraud Alert Requirements – Canada Region

A Canada Member must comply with the *CoFAS Procedures for Reporting Credit Skimming Incidents*.

ID# 151014-010410-0001757

### 10.7.2 Fraud Losses and Investigations

#### 10.7.2.1 Skimming at a Common Purchase Point – AP Region

An AP Issuer experiencing 3 or more incidents of skimming at a Common Purchase Point must notify the AP Acquirer and Visa after both of the following:

- Confirming that Fraud Activity occurred
- Determining if a legitimate Account Number was skimmed by using the following criteria:
  - POS Entry Mode code was 90
  - Card Verification Value (CVV) transmitted in the Transaction matched the CVV for the compromised Account Number
  - Card was in possession of the Cardholder at the time of the Transaction
  - Possibility of other type of fraudulent activity has been eliminated

In the notification, the Issuer must provide all of the following:

- Account Number used in the Transaction
- Details of the Transaction suspected of being the point of compromise
- Status of fraud detected
- Additional information or rationale to support its suspicions

ID# 151014-010410-0009030

#### 10.7.2.2 Preliminary Report of Fraud at Common Purchase Point – AP Region

An AP Acquirer notified by an AP Issuer or Visa of fraud occurring at a Common Purchase Point must investigate the circumstances surrounding the fraudulent Transaction and provide the Issuer and Visa with a preliminary report of its investigation within 10 calendar days.

ID# 151014-010410-0002234

#### 10.7.2.3 Final Report of Fraud at Common Purchase Point – AP Region

An AP Acquirer must complete and forward its final investigative report to Visa within 30 calendar days of notification and include all of the following information:

- Plan of action, including the following, if determined:

- Individual(s) responsible for the Fraud Activity
- If the Account Number was compromised
- How the Account Number was compromised
- Confirmation that the appropriate authorities were notified to enable proper investigation and prosecution by law enforcement agencies
- Corrective action taken to prevent similar occurrences at the same Merchant Outlet

ID# 151014-010410-0002235

#### 10.7.2.4 Internal Data Compromise Disclosure – AP Region

An AP Member must disclose to Visa all incidents of internal compromise of data that would facilitate the defrauding of Card or Merchant accounts of the Member or other Members. Visa will distribute this information and its analysis, if warranted, to other Members and relevant parties in the AP Region in order to advise them of potential corrective action, while maintaining the confidentiality of the reporting Member.

ID# 151014-010410-0000538

## 10.8 Card Recovery

### 10.8.1 Card Recovery at the Point of Sale

#### 10.8.1.1 Merchant Card Recovery Procedures at the Point of Sale

A Merchant must not complete a Transaction and should attempt to recover a Visa Card<sup>1</sup> for any of the following reasons:

- Account Number appears on a Card Recovery Bulletin
- Acquirer requests its retention
- 4 digits printed below the embossed or printed Account Number do not match the first 4 digits of the embossed or printed Account Number

A Merchant must notify its Acquirer that it has recovered a Card and ask for further instructions.

<sup>1</sup> The requirement to attempt to recover the Card does not apply to Mobile Payment Devices.

ID# 151014-010410-0002350

### 10.8.1.2 Merchant Card Recovery Procedures – US Region

A US Merchant must not complete a Transaction and should attempt to recover a Visa Card<sup>1</sup> by reasonable, peaceful means if any of the following occur:

- Printed 4 digits below the embossed or printed Account Number do not match the first 4 digits of the Account Number
- Acquirer or its Authorizing Member requests its retention
- Merchant has reasonable grounds to believe that the Visa Card is counterfeit, fraudulent, or stolen

<sup>1</sup> The requirement to attempt to recover the Card does not apply to Mobile Payment Devices.

ID# 151014-010410-0002316

### 10.8.2 Return of Recovered Cards

#### 10.8.2.1 Recovered Card Return Procedures

Upon recovery of a valid or counterfeit Visa Card, a Member must send<sup>1</sup> to the Issuer both:

- The recovered Card, rendered unusable as follows:
  - For a recovered Card without a Chip, the Card must be cut horizontally so as not to damage the Magnetic Stripe, hologram, or embossed or printed Account Number (if applicable).
  - For a recovered Chip Card, so as not to damage the Chip, the Member must either punch a hole through the middle of the Magnetic Stripe to make it unreadable or cut away the corner of the Card at the opposite end from the Chip.
- *Recovered Card Advice*

The Member must send these items to the Issuer on the Input Date of the Fee Collection Transaction, but no later than either:

- 5 business days after the Visa Card is recovered
- For a Card recovered at an ATM, 5 business days after the Card is received at the Acquirer's card return center, if applicable

<sup>1</sup> For a Non-Reloadable Card recovered without a Pickup Response or a specific request from the Issuer, the Member must cut the Card and render it unusable but is not required to return the Card.

ID# 151014-010410-0008090



#### 10.8.2.2 Merchant Recovered Card Return Procedures – US Region

A US Merchant that recovers a Visa Card must both:

- Cut the Visa Card horizontally so as not to damage the Magnetic Stripe, Chip, hologram (if applicable), and embossed or printed Account Number (if applicable)
- Immediately send it to either:
  - Its Acquirer
  - A VisaNet Interchange Center, if Visa is designated as the Merchant's Authorizing Processor

The requirement to return the Card does not apply to Non-Reloadable Cards recovered without a Pickup Response or request from the Issuer.

For a Non-Reloadable Card recovered without a Pickup Response or a specific request from the Issuer, the Merchant or Acquirer must cut the Card and render it unusable.

For a Non-Reloadable Card where an Issuer Pickup Response has been sent, the Merchant should attempt to recover the Card and:

- Cut the Card horizontally so as not to damage the Magnetic Stripe, Chip, hologram (if applicable), and embossed or printed Account Number (if applicable)
- Immediately send it to either:
  - Its Acquirer
  - A VisaNet Interchange Center, if Visa is designated as the Merchant's Authorizing Processor

ID# 151014-010410-0008092

#### 10.8.2.3 Law Enforcement Recovered Card Retention – US Region

In the US Region, if a recovered Visa Card was retained by a law enforcement agency, the Merchant must provide a legible copy of the front and back of the Visa Card to its Acquirer or a VisaNet Interchange Center, as applicable.

ID# 151014-010410-0001766

#### 10.8.2.4 Acquirer Recovered Card Procedures – Additional Notification Requirement – US Region

A US Acquirer must immediately advise either of the following of the recovery of a Card:

- The Issuer, if the Visa Card is recovered because the first 4 digits of the embossed or printed Account Number (if applicable) do not match the 4 digits printed above or below the Account Number
- Visa, if the embossed or printed BIN is not assigned to a Member

An Acquirer must retain a legible copy of the front and back of the recovered Visa Card.

ID# 151014-010410-0008094

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#### 10.8.2.5 Recovered Card Procedures – US Region

A US Member must send all of the following to the Issuer using a method that supplies proof of delivery:

- Recovered Visa Card
- Completed *Recovered Card Advice* with any pertinent facts concerning the recovery
- If the recovered Card was retained by a law enforcement agency, a legible copy of its front and back

These items must be sent to the Issuer on the Input Date of the Fee Collection Transaction, but no later than either:

- 5 business days after the Visa Card is recovered
- For a Card recovered at an ATM, 5 business days after the Card is received at the Acquirer's card return center, if applicable

If the recovered Card was retained by:

- A law enforcement agency, the *Recovered Card Advice* and copy of the front and back of the Visa Card are not required to be sent by a method that supplies proof of delivery
- An ATM, the recovered Card and the *Recovered Card Advice* are not required to be sent by a method that supplies proof of delivery

ID# 151014-010410-0001770

### 10.8.3 Recovered Counterfeit Cards

#### 10.8.3.1 Acquirer Recovered Counterfeit Card Procedures – AP Region

An AP Acquirer that receives a recovered Counterfeit Card bearing an embossed Account Number of another AP Member must advise the Issuer of the Card recovery circumstances by the end of the next business day after receiving the Card.

On the fee collection Input Date, but no later than 3 business days after the Card is recovered, the Acquirer must send all of the following to Visa:

- Card (unless it is needed as evidence by local law enforcement authorities)
- Completed *Recovered Counterfeit Card Notification*
- Any other supporting documentation

ID# 151014-010410-0008097

#### 10.8.3.2 Visa Recovered Counterfeit Card Procedures – AP Region

In the AP Region, Visa endorses the *Recovered Counterfeit Card Notification* and sends both:

- Endorsed *Recovered Counterfeit Card Notification* and any other supporting documentation to the AP Issuer
- Copy of the endorsed *Recovered Counterfeit Card Notification* to the remitting AP Acquirer

ID# 151014-010410-0002240

#### 10.8.3.3 Unattended Cardholder-Activated Terminal Card Retention

If an Unattended Cardholder-Activated Terminal has the ability to retain a Card, it may retain a Card only upon the specific request of the Issuer.

If a Card is retained, the Acquirer or Merchant must:

- Log it under dual custody immediately after removal from the terminal
- Render it unusable and return it to the Issuer. If the Card bears a Chip, the Chip must not be damaged.

ID# 151014-010410-0004823

### 10.8.4 Card Recovery Bulletin (CRB)

#### 10.8.4.1 Card Recovery Bulletin (CRB) Chargeback Rights

An Acquirer may be subject to a Chargeback for below-Floor Limit Transactions if the Account Number appears on the Card Recovery Bulletin (CRB). Chargeback rights begin on the effective date of the CRB in which the Account Number is listed.

ID# 151014-010410-0003981

## 10.9 Lost or Stolen Cards

### 10.9.1 Lost or Stolen Card Reporting

#### 10.9.1.1 Lost/Stolen Card Reporting – Issuer Actions

An Issuer participating in Lost/Stolen Card Reporting must, on behalf of another Issuer, both:

- Accept reports of lost or stolen products from Cardholders or their designated representative
- Notify the Card Issuer

ID# 151014-120410-0008549

#### 10.9.1.2 Issuer Notification of Lost or Stolen Card

A Member must do all of the following:

- Provide the Issuer with the information required on the *Lost or Stolen Card Report*
- If an incomplete Account Number is provided, supply the Issuer with the address and telephone number where the Cardholder may be contacted
- Notify Visa Global Customer Care Services if unable to establish contact with the Issuer

ID# 151014-010410-0002183

### 10.10 PIN Security Requirements

#### 10.10.1 PIN Requirements

##### 10.10.1.1 Visa PIN Security Program Requirements

An Acquirer or its agent processing PINs for Visa Transactions must comply with the security requirements specified in the PIN Management Requirements Documents and *Visa PIN Security Program Guide*.

ID# 151014-100512-0027086

### 10.11 Global Compromised Account Recovery (GCAR)

#### 10.11.1 Global Compromised Account Recovery (GCAR) Program

##### 10.11.1.1 Global Compromised Account Recovery (GCAR) Program Overview (Updated)

An Issuer in Visa Inc. or the Visa Europe Territory may recover a portion of its estimated Incremental Counterfeit Fraud losses and operating expenses resulting from an Account Data Compromise Event involving a compromise of Magnetic-Stripe Data, and PIN data for events that also involve PIN compromise, under the Global Compromised Account Recovery (GCAR) program from an Acquirer(s) to whom liability for such loss has been assigned under the GCAR program.

Visa has authority and discretion to determine Account Data Compromise Event qualification, as well as estimated Counterfeit Fraud Recovery and Operating Expense Recovery amounts, Issuer eligibility, and Acquirer liability under the GCAR program, in accordance with the *Visa Global Compromised Account Recovery (GCAR) Guide* and the available information regarding each event.

ID# 150415-150512-0026564

### 10.12 Counterfeit Losses

#### 10.12.1 POS Entry Mode Compliance Liability

##### 10.12.1.1 Acquirer Liability for Counterfeit Transactions – AP Region

An AP Acquirer is liable for counterfeit loss for both:

- A key-entered Transaction that occurs at a Merchant Outlet in a Face-to-Face Environment
- For a POS Entry Mode code 00 Transaction, unless the Acquirer demonstrates that the Authorization Request was submitted by fax or telephone from a Merchant that does not have a Magnetic-Stripe Terminal

A Merchant with excessive counterfeit Transactions processed with POS Entry Mode code 00 and 01 must install a Magnetic-Stripe Terminal.

ID# 151014-010410-0008175

### 10.13 Terminated Merchants

#### 10.13.1 Required Use of Terminated Merchant Database

##### 10.13.1.1 Terminated Merchant Listing on Terminated Merchant Database – Payment Facilitator

An Acquirer must ensure that a terminated Sponsored Merchant or terminated Payment Facilitator is added to the Visa Merchant Trace System, Terminated Merchant File, or, where available, equivalent terminated Merchant database.

ID# 151014-010711-0026433

#### 10.13.1.2 Use of Visa Merchant Trace System – AP Region

In the AP Region, an Acquirer in Australia, Cambodia, Hong Kong, India, Indonesia, Macau, Malaysia, New Zealand, Philippines, Sri Lanka, Thailand, Singapore, Vietnam, or China must enter terminated Merchant details into the Visa Merchant Trace System database within one business day after terminating a Merchant Agreement for a reason specified in the *Visa Merchant Trace System Participation Requirements*.

ID# 151014-010311-0026131

#### 10.13.1.3 Terminated Merchant Information Requirements – AP Region

In the AP Region, the file of terminated Merchants must include at least all of the following:

- Merchant Agreement and addenda
- Deposit history and monitoring reports
- Details on the number, total amount, and reasons for any Chargebacks received
- All Acquirer/Merchant correspondence
- All Merchant Fraud Performance Program reports relating to the Merchant
- Names and ID numbers of suspect employees
- Written notification of termination or intent to terminate
- Any other supporting documentation that itemizes the details leading to the decision to terminate the Merchant

ID# 151014-010410-0007371

#### 10.13.1.4 Common Terminated Merchant Database Requirements – Canada Region

A Canada Acquirer must comply with all of the following:

- Use an externally managed common terminated Merchant database
- Concurrent with the closure of a Merchant Outlet, list the Merchant on a common terminated merchant database for a period of 3 years if the Merchant violated the Merchant Agreement and was subsequently terminated for cause
- Retain for 3 years Merchant Agreement termination information

ID# 151014-010410-0007377

### 10.13.1.5 Terminated Merchant File Listing Requirements – US Region

A US Acquirer must add a terminated Merchant to the Terminated Merchant File no later than close of business on the day following the date the Merchant is notified of the intent to terminate the agreement. An Acquirer must list the Merchant if terminated for one or more of the following reasons:

- The Merchant was convicted of credit or debit card fraud.
- The Merchant deposited excessive Counterfeit Transactions.
- The Merchant deposited excessive Transactions unauthorized by Cardholders.
- The Merchant deposited Transaction Receipts representing sales of goods or services generated by another Merchant (laundering).
- The Acquirer received an excessive number of Chargebacks due to the Merchant's business practices or procedures.

ID# 151014-010410-0007386

### 10.13.1.6 Terminated Merchant File Information Requirements – US Region

A US Acquirer must add a Merchant to the Terminated Merchant File within 24 hours of determining that:

- The Merchant was terminated for reasons other than those listed in Section 10.13.1.5, "Terminated Merchant File Listing Requirements – US Region"
- Within 90 calendar days of the termination date, the Acquirer determines that the Merchant should have qualified for the listing

The Merchant listing must include the:

- Business name
- Names and identification of principals of terminated Merchants

The Acquirer must report terminated Merchants, as specified .

ID# 151014-010410-0007969



### 10.13.1.7 Terminated Merchant File Compliance – US Region

A US Member that fails to comply with the Terminated Merchant File requirements may be subject to Compliance, including liability for losses incurred by another Member as a result of the failure to comply.

ID# 151014-010410-0008174

### 10.13.1.8 Deletion from or Correction Request for Terminated Merchant File – US Region

Only the US Member that added the Merchant to the Terminated Merchant File may request deletion of the Merchant name or information.

A Member that incorrectly adds a Merchant to the file must request correction of the file immediately upon recognition of an error.

ID# 151014-010410-0007963

## 10.14 Visa Risk Products

### 10.14.1 Address Verification Service (AVS)

#### 10.14.1.1 Address Verification Service (AVS) Results Code Population – Canada Region

A Canada Acquirer participating in the Address Verification Service (AVS) must populate the AVS results code received in the BASE I Authorization Response message in a Transaction's corresponding BASE II Clearing Record.

ID# 151014-151014-0028293

#### 10.14.1.2 Address Verification Service (AVS) Participation – US Region

A US Issuer must:

- Participate in the Address Verification Service
- Perform address verification for each Address Verification Service inquiry

ID# 151014-010410-0004679

### 10.14.1.3 Address Verification Service (AVS) at Unattended Cardholder-Activated Terminals – US Region

In the US Region, if an Unattended Cardholder-Activated Terminal (UCAT) assigned MCC 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries) or 4112 (Passenger Railways) requests a Cardholder's postal code and performs an Address Verification Service (AVS) inquiry, it must comply with all of the following:

- Not prompt for AVS information other than postal code, and not prompt for any additional information (for example: CVV2)
- Not implement AVS for only Visa Cards, if the UCAT also accepts other payment brands that support AVS
- Either of the following:
  - Prompt for postal code information only for Transactions on US-issued Cards
  - If prompting for Transactions on non-US-issued Cards, not prompt for AVS information for Transactions less than USD 25
- Provide attended Transaction capabilities in the immediate vicinity of the UCAT that prompts for AVS information
- Either display an affixed sticker or include electronic on-screen language to direct a non-US Cardholder or any impacted US Visa Prepaid Cardholder to an attendant if the Transaction is declined due to non-support of AVS

ID# 151014-080813-0027807

### 10.14.2 Card Verification Value 2 (CVV2)

#### 10.14.2.1 Card Verification Value 2 (CVV2) Requirements in Australia, Hong Kong, and New Zealand – AP Region

An Electronic Commerce Merchant in Australia, Hong Kong, or New Zealand must capture the Card Verification Value 2 (CVV2) and include it in the Authorization Request.

This does not apply to:

- A Merchant that participates in Verified by Visa
- A Transaction involving a Visa Commercial Card Virtual Account

An Acquirer in Australia, Hong Kong, or New Zealand must correctly process CVV2 response codes.

ID# 151014-140411-0026176

### 10.14.2.2 Card Verification Value 2 (CVV2) Requirements – Canada Region

A Canada Acquirer participating in the Card Verification Value 2 (CVV2) service must populate the CVV2 results code received in the Authorization Response in a Transaction's corresponding Clearing Record.

ID# 151014-010410-0000675

### 10.14.2.3 Card Verification Value 2 (CVV2) Acquirer Requirements – US Region

A US Acquirer must be certified as able to send, and receive responses to, Authorization Requests containing the values for Card Verification Value 2.

ID# 151014-010410-0003845

## 10.15 Verified by Visa

### 10.15.1 Verified by Visa General Participation Requirements

#### 10.15.1.1 Verified by Visa Participation Requirements

A Member that participates in Verified by Visa must:

- Complete the Verified by Visa enrollment process
- If the Member is a Sponsored Member, obtain permission from its Principal-Type Member
- As applicable, implement product security measures
- Ensure that its Verified by Visa components have successfully met the requirements of the Visa 3-D Secure Vendor Compliance Testing Program
- Not use a Digital Certificate issued by or associated with Visa as an Authentication Mechanism for a non-Visa product or service

ID# 151014-150312-0026275

### 10.15.2 Verified by Visa Issuer Participation Requirements

#### 10.15.2.1 Issuer Enrollment Server (ES) and Access Control Server (ACS) Security Requirements

**Effective 1 January 2015**

An Issuer that does not operate its own enrollment server (ES) or access control server (ACS) must:

- Use either the Visa Consumer Authentication Service or an ACS service provider listed on the Global Registry of Service Providers to operate the ES or ACS
- Immediately notify Visa if the approved ACS service provider is unable to uphold its ACS Security Program responsibilities

ID# 151014-010115-0029040

#### 10.15.2.2 Verified by Visa Cardholder Enrollment

During Cardholder enrollment in the Verified by Visa program, an Issuer that participates in Verified by Visa must use a combination of on-Card and off-Card data.

ID# 151014-010410-0004045

#### 10.15.2.3 Verified by Visa Cardholder Authentication Verification Value (CAVV) Requirements (Updated)

An Issuer that participates in Verified by Visa must:

- Include a Cardholder Authentication Verification Value (CAVV) in Authentication Confirmations and Attempt Responses
- Retain a log of all Authentication Requests and Authentication Records
- Provide the log to Visa at Arbitration or Compliance
- Submit a copy of all Verified by Visa Authentication Records to the Authentication History Server
- Verify the CAVV. If the CAVV is not verified during Authorization by the Issuer or by Visa, the CAVV is assumed to be valid.
- In the US Region, provide Visa with its CAVV keys for Stand-In-Processing

ID# 150415-010410-0008807

### 10.15.2.4 Verified by Visa Unable-to-Authenticate Response Conditions (Updated)

An Issuer responding to an Authentication Request with an Unable-to-Authenticate Response must do so only under one or more of the following conditions:

- The Issuer experiences technical problems that prevent a timely response.
- Authentication data received from the Merchant does not comply with the 3-D Secure Specification.
- The Transaction is attempted with a Card where the Cardholder is anonymous, such as a Visa Gift Card.
- **Effective through 16 April 2015**  
The Transaction is attempted with a Visa Commercial Card in the US Region.

ID# 150415-010410-0006914

### 10.15.2.5 Prohibition of Unable-to-Authenticate Response for Visa Commercial Cards (Updated)

#### **Effective through 16 April 2015**

An Issuer must not respond to an Authentication Request with an Unable to Authenticate Response if a Transaction is attempted with a Visa Commercial Card.

This does not apply in the US Region.

ID# 150415-150413-0027062

### 10.15.2.6 Verified by Visa Issuer Requirements in Australia and New Zealand – AP Region

#### **Effective through 31 December 2014**

In Australia and New Zealand, all of the following must be enrolled in Verified by Visa:

- Visa credit and debit Cards<sup>1</sup>
- Newly issued Reloadable Cards

#### **Effective 1 January 2015**

In Australia and New Zealand, all of the following must be enrolled in Verified by Visa:

- Visa credit and debit Cards<sup>1</sup>

- Reloadable Cards

<sup>1</sup> This does not apply to Non-Reloadable Cards or Virtual Accounts associated with Visa Commercial Cards.

ID# 151014-060111-0026148

### 10.15.2.7 Verified by Visa Issuer Requirements in China – AP Region

In the AP Region, an Issuer in China must ensure that its Verified by Visa program provides Dynamic Authentication to Cardholders.

An Issuer that fails to comply will be subject to a non-compliance assessment for each month of non-compliance.

ID# 151014-010610-0025711

### 10.15.2.8 Verified by Visa Issuer Requirements in India – AP Region

In the AP Region, an Issuer in India that processes Electronic Commerce Transactions must ensure that its Visa credit, debit, and Reloadable Cards are enrolled in Verified by Visa.

An Issuer must authorize only a domestic Electronic Commerce Transaction with an Electronic Commerce Indicator 5 (Secure Electronic Commerce Transaction).

ID# 151014-311211-0026539

### 10.15.2.9 Verified by Visa Issuer Requirements in Nigeria – CEMEA Region

In the CEMEA Region, a Nigeria Issuer must participate in Verified by Visa if it offers Electronic Commerce functionality to its Cardholders.

ID# 151014-140110-0004447

### 10.15.3 Verified by Visa Acquirer and Merchant Participation Requirements

#### 10.15.3.1 Verified by Visa Acquirer and Merchant Participation Requirements

An Acquirer must use Electronic Commerce Indicator 5 or 6 in the Clearing Record only if the Authorization Request included the Cardholder Authentication Verification Value (for ECI 6, if provided by the Issuer).

ID# 151014-010410-0004616

#### 10.15.3.2 Electronic Commerce Authentication Data Prohibitions – US Region

In an Authorization Request, a US Electronic Commerce Merchant must not transmit Authentication Data specific to one Transaction with another Transaction, except when either:

- 2 Transactions are related due to delayed delivery.
- All items of an order cannot be shipped at the same time.

ID# 151014-010410-0004636

#### 10.15.3.3 Electronic Commerce Indicator Requirement for High-Risk Merchants – US Region

A US Acquirer must ensure that its Merchant that participates in Verified by Visa transmits an Electronic Commerce Indicator 7 (Non-Authenticated Security Transaction) in the Authorization Request and Clearing Record for fully authenticated Transactions and attempted authentication Transactions within 30 days of Notification from Visa that the Merchant is identified in the Merchant Chargeback Monitoring Program or Risk Identification Service Online.

This condition also applies if the US Merchant enables Verified by Visa while identified in the Merchant Chargeback Monitoring Program or Risk Identification Service Online.

ID# 151014-010410-0004611

### 10.15.4 Visa Advanced Authorization

#### 10.15.4.1 Visa Advanced Authorization Participation

To implement Visa Advanced Authorization, an Issuer and its processor must comply with the certification requirements for Visa Advanced Authorization.

In the US Region, Visa Advanced Authorization data is provided to all Issuers, and an Issuer is responsible for Visa Advanced Authorization fees, regardless of whether or not the Issuer uses the data.

ID# 151014-010410-0008446

### 10.15.5 Visa Transaction Alerts Service Requirements

#### 10.15.5.1 Visa Transaction Alerts Service Participation

If an Issuer participates in the Visa Transaction Alerts Service, the Issuer or the Issuer's agent must do all of the following:

- Register with Visa by submitting a completed *Visa Transaction Alerts Service Participation Agreement*
- Provide to Visa Account Numbers that are eligible to enroll in the service
- Disclose to participating Cardholders which Transactions will and will not trigger Cardholder notification

ID# 151014-130510-0025735

### 10.15.6 National Card Recovery File – US Region

#### 10.15.6.1 National Card Recovery File Card Verification Requirements – US Region

A US Member, non-Member Authorizing Processor, and their Merchants must use the National Card Recovery File only as specified in the *Card Recovery Bulletin Service (CRB) User's Guide*.

ID# 151014-010410-0003851

## 10.16 Credit Bureau Reporting

### 10.16.1 Credit Bureau Reporting – US Region

#### 10.16.1.1 Credit Bureau Reporting Requirements – US Region

A US Issuer must report all Visa Consumer Credit Card accounts to at least one credit reporting bureau and comply with the reporting requirements.



### Visa Core Rules and Visa Product and Service Rules

A US Issuer must report primary Cardholder data through electronic transmission to a credit bureau by billing cycle, within 2 business days of the billing cycle end date.

A US Issuer must report primary Cardholder payment information to a credit bureau using B2 Segment data, unless it is already reporting B3 Segment data.

A US Issuer must report data for its primary Cardholders in the following fields of the Associated Credit Bureaus Metro format:

- Full first name, last name, and middle initial
- Generation code (abbreviations such as "Jr.," "Sr.," "II," "III")
- Social Security number
- Valid and complete address
- Valid and complete city, state, and ZIP code
- Date of birth

ID# 151014-010410-0003223

#### 10.16.1.2 Delinquent Account Reporting – US Region

A US Issuer must report to a credit bureau as delinquent an account that is 2 payments past due (30 days delinquent).

A US Issuer must use the Metro ratings in the standard format specified . If the delinquency progresses, the Issuer must use the standard Metro status code format until the account is charged off, at which time the Issuer must reflect the appropriate charge-off code.

ID# 151014-010410-0003224

#### 10.16.1.3 Designated Agent for Credit Bureau Interface – US Region

A US Issuer designates Visa, Integrated Solutions Concepts, Inc., or their designee to act on the Issuer's behalf as an agent of the Issuer to do all of the following:

- Establish credit bureau reporting standards
- Monitor credit bureau data
- Contract with credit bureaus to receive data and reports for both:
  - Monitoring their handling of Issuer data

## Visa Product and Service Rules

Risk

### Credit Bureau Reporting

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- Comparing that data to Visa-specified credit bureau reporting standards

ID# 151014-010410-0001900

## 11 Dispute Resolution

### 11.1 Chargebacks and Representments

#### 11.1.1 Member Responsibilities for Dispute Resolution

##### 11.1.1.1 Mutual Assistance Between Members

A Member must attempt to offer mutual assistance to other Members to resolve disputes between both:

- Its Cardholder and another Member's Merchant
- Its Merchant and another Member's Cardholder

If a Cardholder or Merchant accepts financial liability for a Transaction, its Member must reimburse the other Member directly.

ID# 151014-171009-0003250

##### 11.1.1.2 Issuer Responsibilities to Cardholders for Dispute Resolution – US Region

For a US Domestic Transaction, an Issuer must resolve Cardholder disputes under the Visa Rules by extending to Cardholders all protections provided on any Visa Card under applicable laws or regulations and by utilizing the Issuer's customary practices to resolve Cardholder disputes, regardless of which type of Visa Card was used. Thus, the resolution of such Cardholder disputes will be the same in similar circumstances regardless of which type of Visa Card was used. The foregoing applies only with respect to Transactions on Cards using the Visa Brand Mark, not to Transactions using any other payment card brand even if such brand is on the Visa Card.

ID# 151014-171009-0003557

#### 11.1.2 Use of Visa Systems

##### 11.1.2.1 Use of Visa Systems for Dispute Processing (Updated)

A Member must use VisaNet to process a Chargeback or Representment. This requirement does not apply to Domestic Interchange processed under a Private Agreement.

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

A Member must use Visa Resolve Online to do all of the following:

- Respond to a Retrieval Request<sup>1</sup>
- Send Chargeback, Representment, Arbitration, or Compliance documentation
- Make a pre-Arbitration or pre-Compliance attempt
- Process a pre-Arbitration or pre-Compliance response
- File an Arbitration or Compliance case
- Withdraw an Arbitration or Compliance case
- File an appeal of an Arbitration or Compliance

An Issuer or Acquirer must provide documentation for a Chargeback or Representment in English or provide translations of any non-English documentation.

<sup>1</sup> A Response to Retrieval Request reason code 27 (Healthcare Auto-substantiation Request) must not be processed using Visa Resolve Online.

ID# 150415-171009-0003271

#### 11.1.2.2 Visa Right to Grant Exceptions to Dispute Processing Requirements

If a Member misses a deadline or does not submit documentation electronically because of Visa back office service platform failure, Visa may negate the impact by granting an exception to Visa dispute processing deadlines or documentation requirements.

ID# 151014-131012-0027132

#### 11.1.3 Copy Request and Fulfillment

##### 11.1.3.1 Retrieval Request Data Requirements

An Issuer must use one of the codes in Table 11-1, "Retrieval Request Reason Codes," when requesting a Transaction Receipt Copy or Substitute Transaction Receipt:

**Table 11-1: Retrieval Request Reason Codes**

Request Reason for Copy	Request Code
Request for copy bearing signature <sup>1</sup>	28
Cardholder request due to dispute	30
Fraud analysis request	33

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Request Reason for Copy	Request Code
Legal process request	34
<sup>1</sup> Not applicable to a Vehicle-Specific Fleet Card Transaction.	

#### Effective 15 October 2014

For a Transaction not involving a Member in the Visa Europe Territory, if the Transaction contained a Token, an Issuer must include the Token in a Retrieval Request.

ID# 150415-171009-0003255

#### 11.1.3.2 Retrieval Request Fulfillment Requirements (Updated)

To fulfill a Retrieval Request, an Acquirer must provide the documentation specified in Table 11-2, "Fulfillment Types," within 30 days of receipt of the Retrieval Request.

Table 11-2: Fulfillment Types

Transaction Type	Fulfillment Type
Face-to-Face Environment Transaction	The Merchant or Acquirer copy of the Transaction Receipt bearing the signature that was used to verify the Cardholder
T&E Transaction	All of the following: <ul style="list-style-type: none"><li>• A copy of the Transaction Receipt or a Substitute Transaction Receipt</li><li>• Card Imprint, if available</li><li>• Cardholder signature, if available</li><li>• T&amp;E Document, if applicable</li></ul>
Preauthorized Health Care Transaction	In the US Region, a copy of the Order Form
Card-Absent Environment Transaction	A Substitute Transaction Receipt
Credit Transaction	For a Transaction involving a Member in the Visa Europe Territory, a log indicating that the credit has been processed to the Card Account Number For a Transaction not involving a Member in the Visa Europe Territory, a log indicating that the credit has been processed to the same Cardholder

A Fulfillment must comply with all of the following:

- Be legible enough for the Cardholder to read or for the Issuer to identify the Account Number or Token

## Visa Product and Service Rules

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#### Chargebacks and Representments

- Include the unique 12-digit Copy Request Identifier assigned by VisaNet<sup>1</sup>
- For a US Domestic Transaction, include a unique 9-digit control number assigned by the Issuer to identify the source of the request<sup>1</sup>

An Acquirer may send a Nonfulfillment Message only for one of the following:

- A Retrieval Request that is received later than the Transaction Receipt retention period specified in Section 5.10.2, "Transaction Receipt Retention Period"
- A Transaction type specified in Table 11-3, "Retrieval Request – Invalid Transaction Types"

**Table 11-3: Retrieval Request – Invalid Transaction Types**

Region	Invalid Transaction Type
All	<ul style="list-style-type: none"><li>• An ATM Transaction</li><li>• An Unattended Transaction</li><li>• A Visa Easy Payment Service Transaction</li><li>• An EMV PIN Transaction or Contactless Transaction in which a PIN or Consumer Device Cardholder Verification Method (CDCVM) was used. This does not apply to a Retrieval Request for a T&amp;E Transaction, Manual Cash Disbursement, or Quasi-Cash Transaction.</li></ul>
Canada Region	<ul style="list-style-type: none"><li>• A domestic Card-present Transaction with signature verification, made at a Compliant Chip Card Reading Device with a Compliant PED capable of processing full data through VisaNet</li><li>• A Straight Through Processing Transaction</li></ul>
LAC Region	<p>A Brazil Domestic Transaction that is one of the following:</p> <ul style="list-style-type: none"><li>• A Chip-initiated Transaction</li><li>• A Magnetic Stripe-read Transaction with PIN Verification</li><li>• A Magnetic Stripe-read Transaction at a Chip-Reading Device</li><li>• A Contactless Payment Transaction</li><li>• A manual or key-entered Transaction</li><li>• An Installment Transaction, except for the first Installment Transaction</li><li>• A Card-Absent Environment Transaction</li><li>• A Transaction under BRL 15</li></ul>
US Region	<ul style="list-style-type: none"><li>• A Straight Through Processing Transaction</li><li>• A Visa Large Purchase Advantage Transaction</li></ul>

<sup>1</sup> This does not apply in the US Region to a Copy Request for an Intraregional Healthcare Auto-Substantiation Transaction.

ID# 150415-120913-0027839

#### 11.1.3.3 Chargeback and Representment Rights Following Retrieval Request

An Issuer may initiate a Chargeback for the applicable Chargeback reason code if any of the following apply:

- The Acquirer did not respond to a Retrieval Request within 30 calendar days of the request.
- The Acquirer sent a Nonfulfillment Message.
- The Acquirer did not send a valid or correct Fulfillment.

If a Retrieval Request is required for the reason code, a Representment is invalid if any of the following apply:

- The Acquirer did not respond to the Retrieval Request.
- The Acquirer responded with a Nonfulfillment Message code 03 or 04.
- **Effective for Chargebacks processed through 17 April 2015**  
The Acquirer provided a Fulfillment that did not contain all the required data elements. This provision does not apply to Chargeback reason code 57.
- **Effective for Chargebacks processed on or after 18 April 2015**  
The Acquirer provided a Fulfillment that did not contain all the required data elements.

ID# 150415-171009-0003264

#### 11.1.4 Dispute Amount

##### 11.1.4.1 Chargeback Amount (Updated)

The Issuer must charge back in the Billing Currency<sup>1</sup> for either:

- Actual billed amount
- Partial Transaction amount equal to the disputed amount

For a Transaction completed in a jurisdiction where surcharging is permitted, the Issuer may include the surcharge amount in the Chargeback amount. For partial Chargebacks, any surcharge amount must be pro-rated.

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#### Chargebacks and Representments

<sup>1</sup> In Venezuela, for an International Transaction, must be in either the Transaction Currency or the Issuer's Settlement Currency

ID# 150415-171009-0003297

#### 11.1.4.2 Minimum Chargeback Amounts

##### Effective for Chargebacks processed through 17 April 2015

Except as specified under Chargeback reason code 62, 81, 85, 90, or 93, minimum Chargeback amounts apply as follows:

Table 11-4: Minimum Chargeback Amount

Transaction Type	Minimum Chargeback Amount	Country/Region
T&E Transaction	USD 25 or equivalent	All (unless otherwise stated)
	CAD 25	Canada domestic
	BRL 25	Brazil domestic <sup>1</sup>
	USD 5 or equivalent	Venezuela domestic
All Other Transactions	CAD 10	Canada domestic
	BRL15	Brazil domestic <sup>1</sup>

<sup>1</sup> Minimum does not apply to Transactions for payment of airport tax.

##### Effective for Chargebacks processed on or after 18 April 2015

Minimum Chargeback amounts apply as follows:

Table 11-5: Minimum Chargeback Amount

Transaction Type	Applicable Chargeback Reason Code	Minimum Chargeback Amount	Country/ Region
T&E	All except Chargeback reason code 85, conditions 6 and 7	USD 25 (or local currency equivalent)	All
Automated Fuel Dispenser	Reason code 81	USD 10 (or local currency equivalent)	All excluding Transactions involving a Member in the Visa Europe Territory

ID# 150415-151014-0028014



##### 11.1.4.3 Representment Amount (Updated)

For a Representment, the Representment amount field<sup>1</sup> must contain one of the following:

- The same amount in the same Transaction Currency as in the original Presentment
- Partial Transaction amount to remedy the Chargeback
- The same or corrected amount in the Settlement Currency as received by the Acquirer for the Chargeback

<sup>1</sup> In Venezuela, must be in VEF

ID# 150415-171009-0003305

##### 11.1.4.4 Currency Conversion Difference

If the Transaction Currency and the Billing Currency are denominated in the euro or one of its national currency units, VisaNet converts the Transaction amount to the Billing Currency using the Basic Currency Conversion Rate. For all other Transactions, VisaNet converts the Transaction amount to the Billing Currency using the Currency Conversion Rate.

The Acquirer is liable for any difference between the Chargeback amount and the Representment amount that results from currency conversion.

The Issuer is liable for any difference between the amount originally presented and the Representment amount that results from currency conversion.

ID# 151014-171009-0003306

##### 11.1.5 Chargeback Rights and Restrictions

###### 11.1.5.1 Transaction Chargeback Method

An Issuer must separately charge back each Transaction.

ID# 151014-120913-0003570

###### 11.1.5.2 ATM Cash Disbursement Chargeback Eligibility

An Issuer may charge back an ATM Cash Disbursement only for the following Chargeback reason codes:

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#### Chargebacks and Representments

- 62 (Counterfeit Transaction), excluding condition 3
- 74 (Late Presentment)
- 76 (Incorrect Currency or Transaction Code or Domestic Transaction Processing Violation)
- 82 (Duplicate Processing)
- 90 (Non-Receipt of Cash or Load Transaction Value at ATM or Load Device)

ID# 151014-151014-0028015

#### 11.1.5.3 Inclusion of Token in Chargeback (Updated)

For a Transaction not involving a Member in the Visa Europe Territory, an Issuer that charges back a Transaction that contains a Token must include the Token in the Chargeback.

ID# 150415-151014-0029109

#### 11.1.5.4 Manual Cash Disbursement Chargeback or Compliance Eligibility – US Region

##### Effective for Chargebacks processed through 17 April 2015

A US Issuer may charge back a Manual Cash Disbursement that exceeds USD X only for the reasons listed.

A US Issuer may, within 180 calendar days of the Processing Date, request Compliance only if either:

- The Issuer asserts that the Transaction was not authorized through the V.I.P. System.
- The Acquirer's failure to provide the requested copy of a signed, imprinted, and legible Cash Disbursement Transaction Receipt or Transaction Record in a timely manner resulted in a loss to the Issuer.

ID# 151014-010410-0006934

#### 11.1.6 Chargeback Processing Requirements

##### 11.1.6.1 Cardholder Attempt to Resolve Disputes

##### Effective for Chargebacks processed through 17 April 2015

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#### Visa Core Rules and Visa Product and Service Rules

The Cardholder must attempt to resolve a dispute with the Merchant or the Merchant's liquidator, if applicable, before the Issuer may initiate a Chargeback for reason codes 30, 41, 53 (excluding condition 5), 85, or 86.

#### Effective for Chargebacks processed on or after 18 April 2015

The Cardholder must attempt to resolve a dispute with the Merchant or the Merchant's liquidator, if applicable, before the Issuer may initiate a Chargeback for reason codes 30, 41, 53 (excluding condition 5), 85 (condition 2 only), or 86.

ID# 151014-151014-0028016

#### 11.1.6.2 Responsibility for Merchandise Held by a Customs Agency

For Chargeback reason codes 30, 53, and 85, a Merchant is responsible for merchandise held in a customs agency, as follows:

**Table 11-6: Merchant Responsibility for Merchandise Held by a Customs Agency**

Location of Customs Agency	Chargeback Reason Code/Condition
Any country except the Cardholder's country	30
The Merchant's country	53 (conditions 1, 2, 3, 6) 85 (condition 2)
Any country	53 (condition 5)

ID# 151014-151014-0028017

#### 11.1.6.3 Minimum Cardholder Letter Requirements (Updated)

#### Effective for Chargebacks processed through 17 April 2015

If an Issuer is required to provide an Acquirer with a signed Cardholder certification denying participation in a Transaction, the signed Cardholder certification must include all of the following:

- Cardholder's complete or partial Account Number
- Merchant name(s)
- Transaction Amount(s)
- For a certification signed electronically by the Cardholder in an online banking environment, Issuer certification that the unique identity represents the Cardholder signature

Documentation provided by an Issuer for a Chargeback must be provided in English.

## Visa Product and Service Rules

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#### Chargebacks and Representments

##### Effective for Chargebacks processed on or after 18 April 2015

If the Chargeback requires an Issuer to provide an Acquirer with a signed Cardholder letter denying authorization or participation in a Transaction, the Cardholder letter must include all of the following:

- Cardholder's complete or partial Account Number
- Merchant name(s)
- Transaction amount(s)

In lieu of a signed Cardholder letter, an Issuer may provide the certification on behalf of the Cardholder as specified in Table 11-7, "Cardholder Letter – Required Issuer Documentation."

**Table 11-7: Cardholder Letter - Required Issuer Documentation**

Certification Method	Required Issuer Documentation
Secure Online Banking	All of the following: <ul style="list-style-type: none"><li>• A document containing all of the following:<ul style="list-style-type: none"><li>– Cardholder's complete or partial Account Number</li><li>– Merchant name(s)</li><li>– Transaction Amount</li></ul></li><li>• The unique identity<sup>1</sup></li><li>• Issuer certification that the unique identity represents the Cardholder's signature</li></ul>
Secure Telephone Banking for a Transaction not exceeding USD 1,000 (or local currency equivalent)	Both of the following in the <i>Visa Resolve Online Questionnaire</i> : <ul style="list-style-type: none"><li>• The date and time of the call</li><li>• Issuer certification that the information was received from the Cardholder using the same level of security needed to complete a transfer of funds to another financial institution</li></ul>
<sup>1</sup> Any method used by the Cardholder that establishes a unique identity through use of a password and/or other log-on identification method is considered a valid representation of the Cardholder signature.	

ID# 150415-171009-0004139

#### 11.1.6.4 Issuer Processing Requirements (Updated)

##### Effective for Chargebacks processed through 17 April 2015

On or before the Chargeback Processing Date, an Issuer must take the actions described in Table 11-8, "Issuer Processing Requirements by Chargeback Condition," for the Chargeback conditions shown:

**Table 11-8: Issuer Processing Requirements by Chargeback Condition**

Action	Chargeback Reason Code/Condition							
	62	70	71	72	73	74	81	83
Close the Cardholder Account <sup>1</sup>	All						1,3	1
List the Account Number on the Exception File with a Pickup Response for a minimum of X calendar days <sup>1</sup>	1,3						1,2	All
List the Account Number on the Exception File with a Pickup Response for a minimum of X calendar days	2		3				3	
For an Unattended Transaction, list the Account Number on the Exception File with a Pickup Response for a minimum of X calendar days (excluding a US Domestic Transaction)							1,2	
Report the Fraud Activity through VisaNet			3				1,2	All
Report the Fraud Activity through VisaNet using fraud type codes 0, 1, or 2							3	
Report the Fraud Activity through VisaNet using fraud type code 4	All							
For a T&E Transaction, list the Account Number on the Exception File with a negative response (excluding a US Domestic Transaction)		All		All	All	All		
For a T&E Transaction, list the Account Number on the Exception File with a negative response for a minimum of X calendar days (US Domestic Transaction)			All	All	All	1		

<sup>1</sup> In the Canada Region, this does not apply to a Transaction that uses a Merchant-Provided Proximity Device

##### Effective for Chargebacks processed on or after 18 April 2015

On or before the Chargeback Processing Date, an Issuer must take the actions described in Table 11-9, "Issuer Processing Requirements by Chargeback Condition," for the Chargeback conditions shown:

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

**Table 11-9: Issuer Processing Requirements by Chargeback Condition**

Action	Chargeback Reason Code/Condition			
	62	71	81	83
Close the Cardholder Account <sup>1</sup>	All		1,3	1
List the Account Number on the Exception File with a Pickup Response for a minimum of X calendar days <sup>1</sup>	All	3	All	All
Report the Fraud Activity through VisaNet		3	1,2	All
Report the Fraud Activity through VisaNet using fraud type codes 0, 1, or 2			3	
Report the Fraud Activity through VisaNet using fraud type code 4	All			
<sup>1</sup> In the Canada Region, this does not apply to a Transaction that uses a Merchant-Provided Proximity Device				

ID# 150415-151014-0028018

### 11.1.7 Time Limits

#### 11.1.7.1 Chargeback Waiting Period

A Member must comply with any waiting period specified for a Chargeback unless either:

- The waiting period would cause the Chargeback to exceed the Chargeback time frame.
- For Chargeback reason code 53, the Merchant refuses the cancellation or return.

ID# 151014-151014-0028019

#### 11.1.7.2 Chargeback Time Limit

A Chargeback must be processed according to the time limit specified in Table 11-10, "Chargeback Time Limits."

The Chargeback time limit begins on the calendar day following the Transaction Processing Date.

## Visa Product and Service Rules

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#### Visa Core Rules and Visa Product and Service Rules

**Table 11-10: Chargeback Time Limits**

Reason Code	Chargeback Description	Time Limit (calendar days)
30	Services Not Provided or Merchandise Not Received	120 <sup>1</sup>
41	Cancelled Recurring Transaction	120
53	Not as Described or Defective Merchandise	120 <sup>1</sup>
57	Fraudulent Multiple Transactions	120
62	Counterfeit Transaction	120
70	Card Recovery Bulletin or Exception File	75
71	Declined Authorization	75
72	No Authorization	75
73	Expired Card	75
74	Late Presentment	120
75	Transaction Not Recognized	120
76	Incorrect Currency or Transaction Code or Domestic Transaction Processing Violation	120
77	Non-Matching Account Number	75
78	Service Code Violation	75
80	Incorrect Transaction Amount or Account Number	120
81	Fraud – Card-Present Environment	120
82	Duplicate Processing	120
83	Fraud – Card-Absent Environment	120
85	Credit Not Processed	120 <sup>1</sup>
86	Paid by Other Means	120
90	Non-Receipt of Cash or Load Transaction Value at ATM or Load Device	120
93	Merchant Fraud Performance Program	120 <sup>1</sup>
<sup>1</sup> Unless otherwise specified in the reason code		

ID# 150415-171009-0003288

##### 11.1.7.3 Representment Time Limit (Updated)

An Acquirer must process a Representment within 45 calendar days<sup>1,3</sup> of the Chargeback Processing Date. If applicable, the Acquirer must allow 5 calendar days<sup>2</sup> from the Chargeback Processing Date for receipt of documentation from the Issuer.

The time limit begins on the calendar day following the Chargeback Processing Date.

<sup>1</sup> **Effective for Chargebacks processed on or after 5 May 2014**

For a Nigeria Domestic Transaction, 5 calendar days

<sup>2</sup> **Effective for Chargebacks processed on or after 5 May 2014**

For a Nigeria Domestic Transaction, 3 calendar days

<sup>3</sup> **Effective for Chargebacks processed on or after 18 April 2015**

For an Egypt domestic ATM Transaction, for Chargeback reason codes 82 and 90, 10 calendar days

ID# 150415-171009-0004110

##### 11.1.7.4 Chargeback or Representment Documentation Submission Time Limit (Updated)

A Member must send Chargeback or Representment documentation within 5 calendar days<sup>1</sup> of the Processing Date of the Chargeback or Representment, as applicable.

<sup>1</sup> For a Nigeria Domestic Transaction, 3 calendar days

ID# 150415-171009-0003272

##### 11.1.8 Representment Processing Requirements

###### 11.1.8.1 Return of Same Reason Code in Representment

An Acquirer must return the same reason code in the Representment that was received in the Chargeback Clearing Record.

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###### 11.1.8.2 Representment Processing Requirements

To process a Representment, an Acquirer must provide the Member message text and supporting documentation or certification, as follows:



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**Table 11-11: General Representment Processing Requirements**

Representment Condition	Applicable Reason Code	Member Message Text	Supporting Documentation/ Certification
A credit, Reversal, or, for reason code 76, an adjustment was processed.	All	As applicable: <ul style="list-style-type: none"><li>• CRED MMDDYY ARN X...X (23 or 24 digits)</li><li>• REVERSAL MMDDYY</li><li>• ADJUSTMENT/ CREDIT MMDDYY</li></ul>	None required
The Issuer did not meet the applicable Chargeback conditions.	All	X...X (Specify the reason)	None required
The Acquirer can remedy the Chargeback.	All	See Chargeback reason code	
The Acquirer can provide Compelling Evidence.	30, 53, 76, 81, 83	None required	Both: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• Compelling Evidence</li></ul>

ID# 151014-151014-0028020

#### 11.1.8.3 Use of Compelling Evidence (Updated)

An Acquirer may submit Compelling Evidence at the time of Representment, as follows:

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#### Chargebacks and Representments

**Table 11-12: Allowable Compelling Evidence**

Item #	Allowable Compelling Evidence	Applicable Chargeback Reason Code				
		30	53	76	81	83
1	<p><b>Effective for Representments processed through 16 October 2015</b></p> <p>Evidence, such as photographs or emails, to prove a link between the person receiving the merchandise and the Cardholder, or to prove that the Cardholder disputing the Transaction is in possession of the merchandise</p> <p><b>Effective for Representments processed on or after 17 October 2015</b></p> <p>Evidence, such as photographs or emails, to prove a link between the person receiving the merchandise or services and the Cardholder, or to prove that the Cardholder disputing the Transaction is in possession of the merchandise and/or is using the merchandise or services.</p>	X	X		X	X
2	<p>For a Card-Absent Environment Transaction in which the merchandise is collected from the Merchant location, any of the following:</p> <ul style="list-style-type: none"> <li>• Cardholder signature on the pick-up form</li> <li>• Copy of identification presented by the Cardholder<sup>1</sup></li> <li>• Details of identification presented by the Cardholder</li> </ul>	X			X	X
3	<p>For a Card-Absent Environment Transaction in which the merchandise is delivered, documentation (evidence of delivery and time delivered) that the item was delivered to the same physical address for which the Merchant received an AVS match of Y or M. A signature is not required as evidence of delivery.</p>	X			X	X

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Item #	Allowable Compelling Evidence	Applicable Chargeback Reason Code				
		30	53	76	81	83
4	<p><b>Effective for Representments processed through 16 October 2015</b></p> <p>For an Electronic Commerce Transaction representing the sale of digital goods downloaded from a website, one or more of the following:</p> <ul style="list-style-type: none"> <li>• Purchaser's IP address</li> <li>• Purchaser's email address</li> <li>• Description of the goods downloaded</li> <li>• Date and time goods were downloaded</li> <li>• Proof that the Merchant's website was accessed for services after the Transaction Date</li> </ul> <p><b>Effective for Representments processed on or after 17 October 2015</b></p> <p>For an Electronic Commerce Transaction representing the sale of digital goods downloaded from a Merchant's website or application, description of the merchandise or services successfully downloaded, the date and time such merchandise or services were downloaded, and 2 or more of the following:</p> <ul style="list-style-type: none"> <li>• Purchaser's IP address and the device geographical location at the date and time of the Transaction</li> <li>• Device ID number and name of device (if available)</li> <li>• Purchaser's name and email address linked to the customer profile held by the Merchant</li> <li>• Evidence that the profile set up by the purchaser on the Merchant's website or application was accessed by the purchaser and has been successfully verified by the Merchant before the Transaction Date</li> <li>• Proof that the Merchant's website or application was accessed by the Cardholder for merchandise or services on or after the Transaction Date</li> <li>• Evidence that the same device and Card used in the disputed Transaction were used in any previous Transaction that was not disputed</li> </ul>	X			X	X

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Item #	Allowable Compelling Evidence	Applicable Chargeback Reason Code				
		30	53	76	81	83
5	<p><b>Effective for Representments processed through 16 October 2015</b></p> <p>For a Transaction in which merchandise was delivered to a business address, evidence that the merchandise was delivered and that, at the time of delivery, the Cardholder was working for the company at that address (for example: confirmation that the Cardholder was listed in the company directory or had an email address with the company's domain name). A signature is not required as evidence of delivery.</p> <p><b>Effective for Representments processed on or after 17 October 2015</b></p> <p>For a Transaction in which merchandise was delivered to a business address, evidence that the merchandise was delivered and that, at the time of delivery, the Cardholder was working for the company at that address. A signature is not required as evidence of delivery.</p>	X			X	X
6	<p><b>Effective for Representments processed through 16 October 2015</b></p> <p>For a Mail/Phone Order Transaction, a signed order form.</p>	X			X	X
7	<p><b>Effective for Representments processed on or after 17 October 2015</b></p> <p>For a Mail/Phone Order Transaction, a signed order form</p>				X	X

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Item #	Allowable Compelling Evidence	Applicable Chargeback Reason Code				
		30	53	76	81	83
8	<p>For a passenger transport Transaction, evidence that the services were provided and any of the following:</p> <ul style="list-style-type: none"> <li>• Proof that the ticket was received at the Cardholder's billing address</li> <li>• Evidence that the ticket or boarding pass was scanned at the gate</li> <li>• <b>Effective for Representments processed through 16 October 2015</b> Details of frequent flyer miles claimed, including address and telephone number, that establish a link to the Cardholder</li> <li>• <b>Effective for Representments processed on or after 17 October 2015</b> Details of frequent flyer miles relating to the disputed Transaction that were earned or redeemed, including address and telephone number, that establish a link to the Cardholder</li> <li>• Evidence of any of the following additional Transactions related to the original Transaction: purchase of seat upgrades, payment for extra baggage, or purchases made on board the passenger transport</li> </ul>	X			X	X
9	<p><b>Effective for Representments processed on or after 17 October 2015</b></p> <p>For Transactions involving Members in the Visa Europe Territory, for an Airline Transaction, evidence showing that the name is included in the manifest for the departed flight and matches the name provided on the purchased itinerary.</p>				X	X
10	<p><b>Effective for Representments processed on or after 17 October 2015</b></p> <p>For a T&amp;E Transaction, evidence that the services were provided and either:</p> <ul style="list-style-type: none"> <li>• Details of loyalty program rewards earned and/or redeemed including address and telephone number that establish a link to the Cardholder</li> <li>• Evidence that an additional Transaction or Transactions related to the original Transaction, such as the purchase of T&amp;E service upgrades or subsequent purchases made throughout the T&amp;E service period, were not disputed</li> </ul>	X			X	X

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Item #	Allowable Compelling Evidence	Applicable Chargeback Reason Code				
		30	53	76	81	83
11	For a Card-Absent Environment Transaction, evidence that the Transaction used an IP address, email address, physical address, and telephone number that had been used in a previous, undisputed Transaction				X	X
12	Evidence that the Transaction was completed by a member of the Cardholder's household or family.				X	X
13	<b>Effective for Representments processed on or after 17 October 2015</b> Evidence that the person who signed for the merchandise was authorized to sign for the Cardholder or is known by the Cardholder.	X				
14	<b>Effective for Representments processed on or after 17 October 2015</b> Evidence of one or more non-disputed payments for the same merchandise or service				X	X
15	<b>Effective for Representments processed on or after 17 October 2015</b> For a Recurring Transaction, all of the following: <ul style="list-style-type: none"> <li>• Evidence of a legally binding contract held between the Merchant and the Cardholder</li> <li>• Proof the Cardholder is using the merchandise or services</li> <li>• Evidence of a previous Transaction that was not disputed</li> </ul>				X	X
16	For a Dynamic Currency Conversion (DCC) Transaction not involving an Issuer or Acquirer in the Visa Europe Territory, both: <ul style="list-style-type: none"> <li>• Evidence that the Cardholder actively chose DCC, such as a copy of the Transaction Receipt showing a checked "accept" box or evidence that the DCC solution requires electronic selection by the Cardholder and choice could not be made by the Merchant's representative</li> <li>• A statement from the Acquirer confirming that DCC choice was made by the Cardholder and not by the Merchant</li> </ul>			X		
<sup>1</sup> A Merchant must not require positive identification as a condition of Card acceptance, unless it is required or permitted elsewhere in the Visa Rules.						

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#### 11.1.8.4 Intercompany Chargeback Process for Visa Easy Payment Service (VEPS) and Visa Europe Small Ticket Transactions

For a Visa Easy Payment Service Transaction, Visa will pay in lieu of an Acquirer for a Chargeback received from an Issuer in the Visa Europe Territory if:

- The MCC is invalid for a Small Ticket Transaction in the Visa Europe Territory.
- Visa confirms that the Transaction is eligible for Chargeback under the *Visa Europe Operating Regulations*.

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#### 11.1.9 Chargeback Reason Codes

##### 11.1.9.1 Reason Code Table Format

The Chargeback reason codes are organized in tables to show the applicable Chargeback condition and geographical scope for different rules.

The reason code tables consist of 3 columns. The first column typically shows the applicable Chargeback condition or Representment condition and, for processing requirements, the applicable member message text. The second column contains the rule language and the third column specifies the country or region for which the rule is applicable.

The following conventions apply:

- The word "General" in the first column of the table indicates that the rule may apply to any Chargeback condition for that reason code.
- If a Chargeback condition number is specified in the first column, the rule applies only to Chargebacks that are subject to that condition. The rule applies in addition to any applicable rules shown as "General."
- The third column shows the country or region for which the rule is applicable, using labels, as follows:

**Table 11-13: Chargeback Country/Region Descriptions**

Country/Region Label	Description
All	The rule applies to a Transaction between Members anywhere in the world.
All excluding VE	The rule applies only to a Transaction that does not involve a Member in the Visa Europe Territory.

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Country/Region Label	Description
Interregional including VE	The rule applies only to an Interregional Transaction between a Member outside the Visa Europe Territory and a Member in the Visa Europe Territory.
[Region names] Interregional	The rule applies only to an Interregional Transaction between the named Visa Regions (for example: a rule labeled as "Canada/US Interregional" applies only to an Interregional Transaction between the Canada Region and the US Region).
[Region name]	The rule applies only to an Intraregional Transaction within the named Visa Region (for example: a rule labeled as "AP" applies only to an Intraregional Transaction in the AP Region).
[Country name] Domestic	The rule applies only to a Domestic Transaction within the named country (for example: a rule labeled as "Brazil Domestic" applies only to a Domestic Transaction in Brazil).

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#### 11.1.10 Chargeback Reason Code 30 – Services Not Provided or Merchandise Not Received

##### 11.1.10.1 Chargeback Conditions – Reason Code 30

Table 11-14: Chargeback Conditions – Reason Code 30

Condition	Chargeback Conditions – Reason Code 30	Country/Region
1	The Cardholder participated in the Transaction but the Cardholder or an authorized person did not receive the merchandise or services because the Merchant or Prepaid Partner was unwilling or unable to provide the merchandise or services.	All

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##### 11.1.10.2 Chargeback Rights and Limitations – Reason Code 30

Table 11-15: Chargeback Rights and Limitations – Reason Code 30

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 30	Country/Region
General	The Chargeback amount is limited to the portion of services or merchandise not received.	All

ID# 151014-171009-0007462

##### 11.1.10.3 Invalid Chargebacks – Reason Code 30

Table 11-16: Invalid Chargebacks – Reason Code 30

Chargeback Condition	Invalid Chargebacks – Reason Code 30	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>• A Transaction in which the Cardholder cancelled the merchandise or service before the expected delivery or service date</li><li>• A Transaction in which merchandise is being held by the Cardholder's country's customs agency</li><li>• A Transaction that the Cardholder states is fraudulent</li><li>• A dispute regarding the quality of merchandise or service rendered</li><li>• The initial payment of a Delayed Delivery Transaction when the remaining balance was not paid and the Merchant is willing and able to provide the merchandise or services</li></ul>	All
General	The Cash-Back portion of a Visa Cash-Back Transaction	All excluding VE

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#### Chargebacks and Representments

##### 11.1.10.4 Chargeback Time Limit – Reason Code 30

Table 11-17: Chargeback Time Limit – Reason Code 30

Chargeback Condition	Chargeback Time Limit – Reason Code 30	Country/Region
General	<p>If applicable, before initiating a Chargeback, an Issuer must wait 15 calendar days from either:</p> <ul style="list-style-type: none"><li>• The Transaction Date, if the date the services were expected or the delivery date for the merchandise is not specified</li><li>• The date the Cardholder returned or attempted to return the merchandise, if the merchandise was returned due to late delivery</li></ul> <p>A Chargeback must be processed no later than either:</p> <ul style="list-style-type: none"><li>• 120 calendar days from the Transaction Processing Date</li><li>• If the merchandise or services were to be provided after the Transaction Processing Date, 120 calendar days from the last date that the Cardholder expected to receive the merchandise or services or the date that the Cardholder was first made aware that the merchandise or services would not be provided, not to exceed 540 calendar days from the Transaction Processing Date</li></ul>	All

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##### 11.1.10.5 Chargeback Processing Requirements – Reason Code 30

Table 11-18: Chargeback Processing Requirements – Reason Code 30

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>General</b> As applicable: <ul style="list-style-type: none"><li>SERVICES NOT RENDERED MMDDYY</li><li>MERCH NOT RECEIVED MMDDYY</li></ul>	<i>Visa Resolve Online Questionnaire</i> stating any of the following, as applicable: <ul style="list-style-type: none"><li>Services were not rendered by the expected date</li><li>Merchandise was not received</li><li>Expected arrival date of the merchandise</li><li>Merchandise not received at agreed location (Issuer must specify)</li><li>Cardholder attempted to resolve with Merchant</li><li>Merchandise was returned MMDDYY</li></ul> The Issuer must provide a detailed description of the merchandise or services purchased, unless prohibited by applicable laws or regulations.	<b>All</b>

ID# 151014-171009-0007465

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##### 11.1.10.6 Representment Processing Requirements – Reason Code 30 (Updated)

Table 11-19: Representment Processing Requirements – Reason Code 30

Member Message Text	Supporting Documentation/Certification	Country/Region
<p>The Acquirer can remedy the Chargeback</p> <p><b>General</b></p> <ul style="list-style-type: none"><li>None required</li></ul>	<p><b>Effective for Representments processed through 16 October 2015</b></p> <p>Both:</p> <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Documentation to prove that the Cardholder or an authorized person received the merchandise or services at the agreed location or by the agreed date</li></ul> <p><b>Effective for Representments processed on or after 17 October 2015</b></p> <p><i>Visa Resolve Online Questionnaire</i> and one of the following:</p> <ul style="list-style-type: none"><li>Documentation to prove that the Cardholder or an authorized person received the merchandise or services at the agreed location or by the agreed date</li><li>For an Airline Transaction, evidence showing that the name is included in the manifest for the departed flight and it matches the name provided on the purchased itinerary</li></ul>	All

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##### 11.1.11 Chargeback Reason Code 41 – Cancelled Recurring Transaction

###### 11.1.11.1 Chargeback Conditions – Reason Code 41

Table 11-20: Chargeback Conditions – Reason Code 41

Condition	Chargeback Conditions – Reason Code 41	Country/Region
1	The Cardholder withdrew permission to charge the account for a Recurring Transaction	All
2	The Acquirer or Merchant received notification that the Cardholder's account was closed before the Transaction was processed	All

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Condition	Chargeback Conditions – Reason Code 41	Country/Region
3	<b>Effective for Chargebacks processed through 17 April 2015</b> An initial membership Transaction was previously charged back and the Cardholder did not expressly renew the membership	All
4	The Transaction amount was not within the range of amounts preauthorized by the Cardholder or the Merchant had agreed to notify the Cardholder before processing each Recurring Transaction, and the Merchant either: <ul style="list-style-type: none"><li>• Did not notify the Cardholder in writing at least 10 calendar days before the Transaction Date</li><li>• Notified the Cardholder at least 10 calendar days before the Transaction Date but the Cardholder did not consent to the charge</li></ul>	US Domestic

ID# 150415-171009-0007471

#### 11.1.11.2 Chargeback Rights and Limitations – Reason Code 41

Table 11-21: Chargeback Rights and Limitations – Reason Code 41

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 41	Country/Region
General	The Chargeback amount is limited to the unused portion of the service or merchandise.	All

ID# 151014-171009-0007472

#### 11.1.11.3 Invalid Chargebacks – Reason Code 41

Table 11-22: Invalid Chargebacks – Reason Code 41

Chargeback Condition	Invalid Chargebacks – Reason Code 41	Country/Region
General	The Chargeback is invalid for an Installment Transaction	All

ID# 151014-171009-0007473

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#### Chargebacks and Representments

##### 11.1.11.4 Chargeback Processing Requirements – Reason Code 41

Table 11-23: Chargeback Processing Requirements – Reason Code 41

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> <ul style="list-style-type: none"><li>CH CANCELLED MMDDYY</li></ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>NOTIFICATION ACCT CLOSED MMDDYY</li></ul>	None required	All
<b>Chargeback Condition 3</b> <ul style="list-style-type: none"><li>PREVIOUS CB MMDDYY ARN X...X (23 or 24 digits)</li><li>CARDHOLDER NOT RENEWED</li></ul>	None required	All
<b>Chargeback Condition 4</b> <ul style="list-style-type: none"><li>TX AMT EXCEEDS CH PREAUTHD RANGE</li></ul>	None required	US Domestic

ID# 151014-171009-0007475

##### 11.1.11.5 Representment Processing Requirements – Reason Code 41

Table 11-24: Representment Processing Requirements – Reason Code 41

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Issuer did not meet the applicable Chargeback conditions.</b> <b>General</b> As applicable: <ul style="list-style-type: none"><li>X...X (Specify the reason)</li><li>SUPPORTING DOCUMENTATION NOT RECEIVED</li></ul>	None required	LAC

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Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback.</b> <b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>One or more of the following:<ul style="list-style-type: none"><li>Documentation to prove that the service was not cancelled</li><li>Documentation to prove that the Acquirer or Merchant was not notified that the account was closed</li><li>Documentation to prove that the Transaction was not previously charged back</li></ul></li></ul>	All

ID# 151014-171009-0007478

#### 11.1.12 Chargeback Reason Code 53 – Not as Described or Defective Merchandise

##### 11.1.12.1 Chargeback Conditions – Reason Code 53 (Updated)

Table 11-25: Chargeback Conditions – Reason Code 53

Condition	Chargeback Conditions – Reason Code 53	Country/Region
1	<b>Effective for Chargebacks processed through 17 April 2015</b> The Cardholder returned merchandise or cancelled services that did not match what was described on the Transaction Receipt or other documentation presented at the time of purchase. <b>Effective for Chargebacks processed on or after 18 April 2015</b> Merchandise or services did not match what was described on the Transaction Receipt or other documentation presented at the time of purchase.	All

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Condition	Chargeback Conditions – Reason Code 53	Country/Region
2	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p>The Cardholder returned, or attempted to return, merchandise or cancelled services for either:</p> <ul style="list-style-type: none"><li>• A Card-Absent Environment Transaction in which the Merchant's verbal description or other documentation presented at the time of purchase did not match the merchandise or services received</li><li>• A dispute relating to the quality of merchandise or services received</li></ul> <p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p>For a Card-Absent Environment Transaction, the Merchant's verbal description or other documentation presented at the time of purchase did not match the merchandise or services received.</p>	Canada Domestic US Domestic Canada/ US Interregional
3	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p>The merchandise received by the Cardholder was damaged or defective, and the Cardholder returned the merchandise to the Merchant.</p> <p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p>The merchandise received by the Cardholder was damaged or defective.</p>	All
4	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p>The Cardholder disputes the quality of the merchandise or services.</p>	All
5	<p>The merchandise was identified as counterfeit by:</p> <ul style="list-style-type: none"><li>• The owner of the intellectual property or its authorized representative</li><li>• A customs agency, law enforcement agency, or other governmental agency</li><li>• A neutral bona fide expert</li></ul>	All



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Condition	Chargeback Conditions – Reason Code 53	Country/Region
6	The Cardholder claims that the terms of sale were misrepresented by the Merchant.	<b>Effective for Chargebacks processed through 17 April 2015</b> All excluding VE <b>Effective for Chargebacks processed on or after 18 April 2015</b> All

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#### 11.1.12.2 Chargeback Rights and Limitations – Reason Code 53 (Updated)

Table 11-26: Chargeback Rights and Limitations – Reason Code 53

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
General	<ul style="list-style-type: none"><li>The Chargeback amount is limited to the unused portion of the service or value of the returned merchandise.</li><li>The Chargeback amount must not exceed the original Transaction amount.</li></ul>	All
General	<b>Effective for Chargebacks processed through 17 April 2015</b> The Chargeback amount is limited to the unused portion of the cancelled service or the value of the merchandise that the Cardholder returned or attempted to return.	Canada Domestic US Domestic Canada/ US Interregional
General	<b>Effective for Chargebacks processed on or after 18 April 2015</b> The Chargeback amount is limited to the unused portion of the cancelled service or the value of the merchandise that the Cardholder returned or attempted to return.	All excluding VE

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Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
Chargeback Condition 1, 3, 4	<b>Effective for Chargebacks processed on or after 18 April 2015</b> Before the Issuer may initiate a Chargeback, the Cardholder must return or attempt to return the merchandise or cancel the services.	All excluding VE
Chargeback Condition 1, 3, 4	<b>Effective for Chargebacks processed on or after 18 April 2015</b> Before the Issuer may initiate a Chargeback, the Cardholder must return the merchandise or cancel the services. If the Cardholder is unable to return merchandise which was delivered or installed by the Merchant, the Cardholder may instead attempt to return the merchandise.	Interregional including VE
Chargeback Condition 2	<b>Effective for Chargebacks processed on or after 18 April 2015</b> Before the Issuer may initiate a Chargeback, the Cardholder must return or attempt to return the merchandise or cancel the services.	Canada Domestic US Domestic Canada/US Interregional
Chargeback Condition 5	If the Cardholder was advised by one of the entities listed under Chargeback Condition 5 that the merchandise ordered was counterfeit, the Chargeback applies even if the Cardholder has not received the merchandise.	All

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Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p><b>Chargeback Condition 6</b></p>	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p>The Chargeback applies for any of the following:</p> <ul style="list-style-type: none"> <li>• A Transaction at a Merchant that is a timeshare reseller, timeshare reseller advertiser, or a Merchant that recovers timeshare reseller fees<sup>1,2</sup></li> <li>• A Card-Absent Environment Transaction at a Merchant that sells any of the following merchandise or services:<sup>2</sup> <ul style="list-style-type: none"> <li>– Debt consolidation</li> <li>– Credit repair/counseling</li> <li>– Mortgage repair/modification/counseling</li> <li>– Foreclosure relief services</li> <li>– Credit card interest rate reduction services</li> <li>– Anti-virus software that is sold using inaccurate online advertisements or malicious software downloads to the Cardholder's personal computer or other electronic device</li> </ul> </li> <li>• A Transaction that contains one of the following MCCs: <ul style="list-style-type: none"> <li>– 5962 (Direct Marketing – Travel-Related Arrangement Services)</li> <li>– 5966 (Direct Marketing – Outbound Telemarketing Merchant)</li> <li>– 7012 (Timeshares), excluding Merchants that originate the initial sale of timeshare property or that own the resort or building where the timeshare is located</li> <li>– 7277 (Counseling Services – Debt, Marriage, and Personal), excluding Merchants that sell family/personal counseling services</li> </ul> </li> </ul> <p><sup>1</sup> This applies only to a Merchant that offers reseller services that are connected to timeshare property it does not own.</p> <p><sup>2</sup> This condition is based on the type of merchandise or services sold and not solely on the MCC.</p>	<p><b>All excluding VE</b></p>

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#### Chargebacks and Representments

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
Chargeback Condition 6	<p><b>Effective for Chargebacks processed on or after 23 October 2014 through 17 April 2015</b></p> <p>The Chargeback applies for any of the following:</p> <ul style="list-style-type: none"><li>• A Transaction at a Merchant that is a timeshare reseller, timeshare reseller advertiser, or a Merchant that recovers timeshare reseller fees<sup>1</sup></li><li>• A Card-Absent Environment Transaction at Merchants who represent that they recover, consolidate, reduce or amend existing financial products or services, including:<sup>2</sup><ul style="list-style-type: none"><li>– Debt consolidation</li><li>– Credit repair/counseling</li><li>– Mortgage repair/modification/counseling</li><li>– Foreclosure relief services</li><li>– Credit card interest rate reduction services</li></ul></li><li>• Computer software, including anti-virus software that is sold using inaccurate online advertisements or that contains malicious software downloads</li><li>• Business opportunities where the Merchant suggests an income will be generated or recommends that the Cardholder purchases additional items (such as better sales leads) to generate more income</li><li>• A Transaction where a Merchant advises the Cardholder that they can recover the Cardholder's funds and fails to provide services</li><li>• A Transaction at an outbound telemarketing Merchant</li></ul> <p><sup>1</sup> This applies only to a Merchant that offers reseller services that are connected to timeshare property it does not own.</p> <p><sup>2</sup> This condition is based on the type of merchandise or services sold and not solely on the MCC.</p>	<p><b>Effective for Chargebacks processed on or after 23 October 2014 through 17 April 2015</b></p> <p><b>US Domestic</b></p>

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
Chargeback Condition 6	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p>The Chargeback applies for any of the following:</p> <ul style="list-style-type: none"> <li>• A Transaction at a Merchant that is a timeshare reseller, timeshare reseller advertiser, or a Merchant that recovers timeshare reseller fees<sup>1</sup></li> <li>• A Card-Absent Environment Transaction at Merchants who represent that they recover, consolidate, reduce or amend existing financial products or services, including:<sup>2</sup> <ul style="list-style-type: none"> <li>– Debt consolidation</li> <li>– Credit repair/counseling</li> <li>– Mortgage repair/modification/counseling</li> <li>– Foreclosure relief services</li> <li>– Credit card interest rate reduction services</li> </ul> </li> <li>• Computer software, including anti-virus software that is sold using inaccurate online advertisements or that contains malicious software downloads</li> <li>• Business opportunities where the Merchant suggests an income will be generated or recommends that the Cardholder purchases additional items (such as better sales leads) to generate more income</li> <li>• A Transaction where a Merchant advises the Cardholder that they can recover the Cardholder's funds and fails to provide services</li> <li>• A Transaction at an outbound telemarketing Merchant</li> </ul> <p><sup>1</sup> This applies only to a Merchant that offers reseller services that are connected to timeshare property it does not own.</p> <p><sup>2</sup> This condition is based on the type of merchandise or services sold and not solely on the MCC.</p>	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p><b>All excluding VE</b></p>

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 53	Country/Region
Chargeback Condition 6	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p>The Chargeback applies for any of the following:</p> <ul style="list-style-type: none"><li>• A Transaction at a Merchant that is a timeshare reseller, timeshare reseller advertiser, or a Merchant that recovers timeshare reseller fees<sup>1</sup></li><li>• A Card-Absent Environment Transaction at Merchants who represent that they recover, consolidate, reduce or amend existing financial products or services, including:<sup>2</sup><ul style="list-style-type: none"><li>– Debt consolidation</li><li>– Credit repair/counseling</li><li>– Mortgage repair/modification/counseling</li><li>– Foreclosure relief services</li><li>– Credit card interest rate reduction services</li></ul></li></ul> <p><sup>1</sup> This applies only to a Merchant that offers reseller services that are connected to timeshare property it does not own.</p> <p><sup>2</sup> This condition is based on the type of merchandise or services sold and not solely on the MCC.</p>	Interregional including VE

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#### 11.1.12.3 Invalid Chargebacks – Reason Code 53 (Updated)

Table 11-27: Invalid Chargebacks – Reason Code 53

Chargeback Condition	Invalid Chargebacks – Reason Code 53	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>• The Cash-Back portion of a Visa Cash-Back Transaction</li><li>• A dispute regarding Value-Added Tax (VAT)</li></ul>	All
Chargeback Condition 1, 3	A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency	All

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Invalid Chargebacks – Reason Code 53	Country/Region
Chargeback Condition 2	<p>Either:</p> <ul style="list-style-type: none"> <li><b>Effective for Chargebacks processed on or after 18 April 2015</b> A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency</li> <li>A Transaction in which the merchandise or services provided do not match the Merchant's verbal or written description and the Transaction is a Card-Absent Environment Transaction at a Merchant that sells any of the following merchandise or services: <ul style="list-style-type: none"> <li>Debt consolidation</li> <li>Credit repair/counseling</li> <li>Mortgage repair/modification/counseling</li> <li>Foreclosure relief service</li> <li>Credit card interest rate reduction services</li> <li>Anti-virus software that is sold using inaccurate online advertisements or malicious software downloads to the Cardholder's personal computer or other electronic device</li> </ul> </li> </ul>	<b>Canada Domestic</b> <b>US Domestic</b> <b>Canada/US Interregional</b>
Chargeback Condition 1, 2, 3, 4	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p>A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency</p>	<b>All</b>
Chargeback Condition 6	<ul style="list-style-type: none"> <li>A Transaction in which the returned merchandise is held by any customs agency except the Merchant's country's customs agency</li> <li>A dispute related solely to the quality of merchandise or services provided</li> </ul>	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p><b>All excluding VE</b></p> <p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p><b>All</b></p>

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## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

#### 11.1.12.4 Chargeback Time Limit – Reason Code 53 (Updated)

Table 11-28: Chargeback Time Limit – Reason Code 53

Chargeback Condition	Chargeback Time Limit – Reason Code 53	Country/Region
<b>General</b>	<p>Unless otherwise specified, a Chargeback must be processed no later than 120 calendar days from one of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction Processing Date</li> <li>• For merchandise or services purchased on or before the Transaction Processing Date, the date the Cardholder received the merchandise or services</li> <li>• For a Delayed Delivery Transaction, the Processing Date of the balance portion of the Transaction</li> <li>• For merchandise or services provided after the Transaction Processing Date, the date the Cardholder received the merchandise or services</li> </ul>	<b>All</b>
<b>Chargeback Condition 1, 2, 3</b>	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p>Before initiating a Chargeback, the Issuer must wait 15 calendar days from the date the merchandise was returned or the service was cancelled.</p>	<b>All</b>
<b>Chargeback Condition 1, 2, 3</b>	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p>Before initiating a Chargeback, the Issuer must wait 15 calendar days from the date the Cardholder attempted to return the merchandise.</p>	<b>US Domestic</b>
<b>Chargeback Condition 1, 3, 4</b>	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p>Before initiating a Chargeback, the Issuer must wait 15 calendar days from the date the Cardholder returned or attempted to return the merchandise or cancelled the services.</p>	<b>All</b>
<b>Chargeback Condition 2</b>	<p>Before initiating a Chargeback, the Issuer must wait 15 calendar days from the date the Cardholder attempted to return the merchandise.</p> <p>A Chargeback must be processed no later than 60 calendar days from the date the Issuer received the first Cardholder notification of the dispute, if all of the following apply:</p> <ul style="list-style-type: none"> <li>• There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute.</li> <li>• The negotiations occurred within 120 days of the Transaction Processing Date.</li> <li>• <b>Effective for Chargebacks processed on or after 18 April 2015</b> The Chargeback Processing Date is no later than 540 calendar days from the Transaction Processing Date.</li> </ul>	<b>Canada Domestic</b> <b>US Domestic</b> <b>Canada/US Interregional</b>



## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Chargeback Time Limit – Reason Code 53	Country/Region
<b>Chargeback Condition 4</b>	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p>A Chargeback must be processed no later than 60 calendar days from the date the Issuer received the first Cardholder notification of the dispute, if all the following apply:</p> <ul style="list-style-type: none"> <li>• There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute.</li> <li>• The negotiations occurred within 120 days of the Transaction Processing Date.</li> <li>• The Chargeback Processing Date is no later than 540 calendar days from the Transaction Processing Date.</li> </ul>	<b>All</b>
<b>Chargeback Condition 5</b>	<p>A Chargeback must be processed no later than 120 calendar days from the date the Cardholder received the merchandise or the date on which the Cardholder was notified that the merchandise was counterfeit, not to exceed 540 calendar days from the Transaction Processing Date.</p>	<b>All</b>
<b>Chargeback Condition 6</b>	<p>A Chargeback must be processed no later than 120 calendar days from the last date that the Cardholder expected to receive the merchandise or services or the date on which the Cardholder was first made aware that the merchandise or services would not be provided, not to exceed 540 calendar days from the Transaction Processing Date.</p> <p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p>A Chargeback must be processed no later than 60 calendar days from the date the Issuer received the first Cardholder notification of the dispute, if all the following apply:</p> <ul style="list-style-type: none"> <li>• There is evidence in the notification of previous ongoing negotiations between the Cardholder and the Merchant to resolve the dispute</li> <li>• The negotiations occurred within 120 days of the Transaction Processing Date</li> <li>• The Chargeback Processing Date is no later than 540 calendar days from the Transaction Processing Date</li> </ul>	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p><b>All excluding VE</b></p> <p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p><b>All</b></p>

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#### 11.1.12.5 Chargeback Processing Requirements – Reason Code 53 (Updated)

Table 11-29: Chargeback Processing Requirements – Reason Code 53

Member Message Text	Supporting Documentation/Certification	Country/Region
<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p><b>Chargeback Condition 1, 3</b></p> <p>As applicable:</p> <ul style="list-style-type: none"> <li>NOT AS DESCRIBED</li> <li>DEFECTIVE MERCHANDISE</li> </ul>	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p><i>Visa Resolve Online Questionnaire</i> stating all of the following, as applicable:</p> <ul style="list-style-type: none"> <li>The date the merchandise was returned or the service was cancelled</li> <li>The name of the shipping company</li> <li>The invoice/tracking number (if available)</li> <li>The date the Merchant received the merchandise</li> <li>In lieu of documentation, Issuer certification that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise</li> <li>That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>An explanation of what was not as described or defective</li> <li>The date the Cardholder received the merchandise or services</li> </ul>	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p>All excluding Canada Domestic, US Domestic, Canada/US Interregional, and VE</p>

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p><b>Chargeback Condition 1, 3, 4</b></p> <p>As applicable:</p> <ul style="list-style-type: none"><li>• NOT AS DESCRIBED</li><li>• DEFECTIVE MERCHANDISE</li></ul>	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p><i>Visa Resolve Online Questionnaire</i> stating the following, as applicable:</p> <ul style="list-style-type: none"><li>• An explanation of what was not as described or defective or information regarding the quality-related issue</li><li>• The date the Cardholder received the merchandise or services</li><li>• That the Cardholder attempted to resolve the dispute with the Merchant</li><li>• The date the Cardholder returned or attempted to return the merchandise or cancelled services.</li><li>• A detailed explanation of how and when the Cardholder attempted to return the merchandise</li><li>• The disposition of the merchandise</li><li>• The name of the shipping company</li><li>• An invoice/tracking number (if available)</li><li>• The date the Merchant received the merchandise</li><li>• In lieu of documentation, Issuer certification that the Merchant refused the return of the merchandise, refused to provide a return merchandise authorization, or instructed the Cardholder not to return the merchandise</li></ul>	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p><b>All excluding VE</b></p>

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p><b>Chargeback Condition 1, 2, 3</b></p> <p>As applicable:</p> <ul style="list-style-type: none"><li>• NOT AS DESCRIBED</li><li>• DEFECTIVE MERCHANDISE</li></ul>	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p><i>Visa Resolve Online Questionnaire</i> stating all of the following, as applicable:</p> <ul style="list-style-type: none"><li>• The date the Cardholder returned or attempted to return the merchandise or cancelled services</li><li>• The name of the shipping company</li><li>• The invoice/tracking number (if available)</li><li>• The date the Merchant received the merchandise</li><li>• In lieu of documentation, Issuer certification that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise</li><li>• That the Cardholder attempted to resolve the dispute with the Merchant</li><li>• An explanation of what was not as described or defective</li><li>• The date the Cardholder received the merchandise or services</li></ul>	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p><b>Canada Domestic</b></p> <p><b>US Domestic</b></p> <p><b>Canada/US Interregional</b></p>

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/Region
<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p><b>Chargeback Condition 2</b></p> <p>As applicable:</p> <ul style="list-style-type: none"><li>• NOT AS DESCRIBED</li></ul>	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p><i>Visa Resolve Online Questionnaire</i> stating the following, as applicable:</p> <ul style="list-style-type: none"><li>• An explanation of what was not as described</li><li>• The date the Cardholder received the merchandise or services</li><li>• That the Cardholder attempted to resolve the dispute with the Merchant</li><li>• The date the Cardholder returned or attempted to return the merchandise or cancelled services</li><li>• A detailed explanation of how and when the Cardholder attempted to return the merchandise</li><li>• The disposition of the merchandise</li><li>• The name of the shipping company</li><li>• An invoice/tracking number (if available)</li><li>• The date the Merchant received the merchandise</li><li>• In lieu of documentation, Issuer certification that the Merchant refused the return of the merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise</li></ul>	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p><b>Canada Domestic</b></p> <p><b>US Domestic</b></p> <p><b>Canada/US Interregional</b></p>

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p><b>Chargeback Condition 1, 3</b></p> <p>As applicable:</p> <ul style="list-style-type: none"><li>• NOT AS DESCRIBED</li><li>• DEFECTIVE MERCHANDISE</li></ul>	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p>Both:</p> <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i> stating all of the following, as applicable:<ul style="list-style-type: none"><li>– The date the merchandise was returned or the service was cancelled</li><li>– The name of the shipping company</li><li>– The invoice/tracking number (if available)</li><li>– The date the Merchant received the merchandise</li><li>– That the Cardholder attempted to resolve the dispute with the Merchant</li><li>– An explanation of what was not as described or defective</li><li>– The date the Cardholder received the merchandise or services</li></ul></li><li>• Proof that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise</li></ul>	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p><b>Interregional including VE</b></p>

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p><b>Chargeback Condition 1, 3, 4</b></p> <p>As applicable:</p> <ul style="list-style-type: none"><li>• NOT AS DESCRIBED</li><li>• DEFECTIVE MERCHANDISE</li></ul>	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p>Both:</p> <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i> stating the following, as applicable:<ul style="list-style-type: none"><li>– An explanation of what was not as described or defective or information regarding the quality related issue</li><li>– The date the Cardholder received the merchandise or services</li><li>– That the Cardholder attempted to resolve the dispute with the Merchant</li><li>– The date the Cardholder returned, or attempted to return the merchandise or cancelled services</li><li>– A detailed explanation of how and when the Cardholder attempted to return the merchandise</li><li>– The disposition of the merchandise, if applicable</li><li>– The name of the shipping company</li><li>– An invoice/tracking number (if available)</li><li>– The date the Merchant received the merchandise</li></ul></li><li>• Proof that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise, if applicable</li></ul>	<p><b>Effective for Chargebacks processed on or after 18 April 2015</b></p> <p><b>Interregional including VE</b></p>

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 5</b> <ul style="list-style-type: none"><li>COUNTERFEIT MERCHANDISE</li></ul>	<i>Visa Resolve Online Questionnaire</i> including all of the following: <ul style="list-style-type: none"><li>Certification that the Cardholder received notification from one of the entities listed under Chargeback Condition 5 that the merchandise is counterfeit</li><li>The date the Cardholder received the merchandise or received notification that the merchandise was counterfeit</li><li>A description of the counterfeit merchandise</li><li>The disposition of the merchandise</li><li>Information about the person or entity that indicated the merchandise to be counterfeit, including the name of the person and/or entity providing the notification, and validation that the person or entity is qualified to provide the notification</li></ul>	All
<b>Chargeback Condition 6</b> <ul style="list-style-type: none"><li>TERMS OF SALE MISREPRESENTED</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i> stating all of the following, as applicable:<ul style="list-style-type: none"><li>The date the merchandise was returned or the service was cancelled</li><li>The name of the shipping company</li><li>The invoice/tracking number (if available)</li><li>The date the Merchant received the merchandise</li><li>In lieu of documentation, Issuer certification that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise</li><li>That the Cardholder attempted to resolve the dispute with the Merchant</li><li>An explanation of what was not as described or defective</li><li>The date the Cardholder received the merchandise or services</li></ul></li><li>Information from the Cardholder describing how the Merchant's verbal and/or written representations do not match the terms of sale to which the Cardholder agreed</li></ul>	All excluding VE



## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 6</b> <ul style="list-style-type: none"> <li>TERMS OF SALE MISREPRESENTED</li> </ul>	<b>Effective for Chargebacks processed on or after 18 April 2015</b> Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> stating all of the following as applicable: <ul style="list-style-type: none"> <li>The date the merchandise or the service was cancelled</li> <li>That the Cardholder attempted to resolve the dispute with the Merchant</li> <li>The date the Cardholder received the merchandise or services</li> </ul> </li> <li>Documentation from the Cardholder describing how the Merchant's written representations do not match the terms of sale to which the Cardholder agreed</li> </ul>	<b>Effective for Chargebacks processed on or after 18 April 2015</b> <b>Interregional including VE</b>

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#### 11.1.12.6 Representment Processing Requirements – Reason Code 53 (Updated)

Table 11-30: Representment Processing Requirements – Reason Code 53

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Effective for Chargebacks processed through 17 April 2015</b> The Acquirer can remedy the Chargeback <b>Chargeback Condition 1, 2, 3</b> <ul style="list-style-type: none"> <li>RETURNED MDSE NOT RECEIVED (if applicable)</li> </ul>	<b>Effective for Chargebacks processed through 17 April 2015</b> Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Documentation to prove that the service or merchandise matched what was described or the merchandise was not defective</li> </ul>	<b>Effective for Chargebacks processed through 17 April 2015</b> <b>All</b>

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Effective for Chargebacks processed on or after 18 April 2015</b> <b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>RETURNED MDSE NOT RECEIVED (if applicable)</li> </ul>	<b>Effective for Chargebacks processed on or after 18 April 2015</b> All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Documentation to prove that the merchandise or service matched what was described</li> <li>Merchant rebuttal addressing the Cardholder's claims</li> <li>If applicable, documentation to prove that the Cardholder did not attempt to return the merchandise</li> </ul>	<b>Effective for Chargebacks processed on or after 18 April 2015</b> <b>Canada Domestic</b> <b>US Domestic</b> <b>Canada/US Interregional</b>
<b>Effective for Chargebacks processed on or after 18 April 2015</b> <b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1, 3, 4</b> <ul style="list-style-type: none"> <li>RETURNED MDSE NOT RECEIVED (if applicable)</li> </ul>	<b>Effective for Chargebacks processed on or after 18 April 2015</b> All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Documentation to prove that the merchandise or service matched what was described</li> <li>Merchant rebuttal addressing the Cardholder's claims</li> <li>If applicable, documentation to prove that the Cardholder did not attempt to return the merchandise</li> </ul>	<b>Effective for Chargebacks processed on or after 18 April 2015</b> <b>All</b>
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 5</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Documentation to support the Merchant's claim that the merchandise was not counterfeit</li> </ul>	<b>All</b>
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 6</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Documentation to prove that the terms of sale of the merchandise or services were not misrepresented</li> </ul>	<b>Effective for Chargebacks processed through 17 April 2015</b> <b>All excluding VE</b> <b>Effective for Chargeback processed on or after 18 April 2015</b> <b>All</b>

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#### 11.1.13 Chargeback Reason Code 57 – Fraudulent Multiple Transactions

##### 11.1.13.1 Chargeback Conditions – Reason Code 57

Table 11-31: Chargeback Conditions – Reason Code 57

Condition	Chargeback Conditions – Reason Code 57	Country/Region
1	<p>All of the following:</p> <ul style="list-style-type: none"> <li>All of the disputed Transactions occurred at the same Merchant Outlet.</li> <li>The Cardholder acknowledges participating in at least one Transaction at the same Merchant Outlet.</li> <li>The Cardholder denies authorizing or participating in the disputed Transaction.</li> <li>The Card was in the Cardholder's possession at the time of the disputed Transaction.</li> </ul>	All

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##### 11.1.13.2 Chargeback Rights and Limitations – Reason Code 57

Effective for Chargebacks processed through 17 April 2015

Table 11-32: Chargeback Rights and Limitations – Reason Code 57

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 57	Country/Region
General	The Issuer must make a Retrieval Request unless the Transaction is a Visa Easy Payment Service Transaction.	All excluding VE
General	An Issuer must make a Retrieval Request unless the Transaction is a Small Ticket Transaction.	Interregional including VE

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## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

##### 11.1.13.3 Invalid Chargebacks – Reason Code 57

Table 11-33: Invalid Chargebacks – Reason Code 57

Chargeback Condition	Invalid Chargebacks – Reason Code 57	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>• A Card-Absent Environment Transaction</li><li>• A T&amp;E delayed or amended charge</li><li>• An Emergency Cash Disbursement</li><li>• An EMV PIN Transaction</li><li>• A Contactless Transaction in which a PIN or Consumer Device Cardholder Verification Method (CDCVM) was used</li></ul>	All
General	A PIN-Authenticated Visa Debit Transaction	US Domestic

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##### 11.1.13.4 Chargeback Processing Requirements – Reason Code 57

Table 11-34: Chargeback Processing Requirements – Reason Code 57

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <b>Effective for Chargebacks processed through 17 April 2015</b> <ul style="list-style-type: none"><li>• RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li></ul> <b>Effective for Chargebacks processed on or after 18 April 2015</b> <ul style="list-style-type: none"><li>• None required</li></ul>	All of the following: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• In lieu of documentation, Issuer certification</li><li>• In lieu of documentation, Issuer certification that the acknowledged Transaction was not processed, if applicable</li></ul>	All excluding VE

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>General</b> <b>Effective for Chargebacks processed through 17 April 2015</b> <ul style="list-style-type: none"><li>RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li></ul> <b>Effective for Chargebacks processed on or after 18 April 2015</b> <ul style="list-style-type: none"><li>None required</li></ul>	All of the following: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>A Cardholder letter</li><li>If the acknowledged Transaction was not processed, the Issuer must supply the Cardholder copy of the Transaction Receipt</li></ul>	Interregional including VE

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#### 11.1.13.5 Representment Processing Requirements – Reason Code 57

Table 11-35: Representment Processing Requirements – Reason Code 57

Representment Processing Requirements – Reason Code 57		
Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	All of the following, if applicable: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Irrefutable evidence to demonstrate that the Cardholder participated in the disputed Transactions</li><li>Evidence to show that the Chargeback was invalid</li></ul>	All

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#### 11.1.14 Chargeback Reason Code 62 – Counterfeit Transaction

##### 11.1.14.1 Chargeback Conditions – Reason Code 62 (Updated)

**Table 11-36: Chargeback Conditions – Reason Code 62**

Condition	Chargeback Conditions – Reason Code 62	Country/Region
1	<p>All of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction was completed with a Counterfeit Card in a Card-Present Environment.</li> <li>• The Cardholder denies authorizing or participating in the Transaction.</li> <li>• Online Authorization was obtained without transmission of the entire unaltered data on track 1 or track 2, or Full-Chip Data.</li> <li>• The Issuer reported the Transaction as counterfeit Fraud Activity through VisaNet.</li> </ul>	All
2	<p>The Transaction qualifies for the EMV liability shift, as specified in Section 1.11.1.3, "EMV Liability Shift Participation," and all of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction was completed with a Counterfeit Card in a Card-Present Environment.</li> <li>• The Cardholder denies authorizing or participating in the Transaction.</li> <li>• The Card is a Chip Card (first digit of the Service Code is 2 or 6).</li> <li>• Either: <ul style="list-style-type: none"> <li>– The Transaction did not take place at a Chip-Reading Device (terminal entry capability code was not 5).</li> <li>– For a Transaction that does not involve a Member in the Visa Europe Territory, the Transaction was Chip-initiated and, if the Transaction was authorized Online, the Acquirer did not transmit the Full-Chip Data to Visa in the Authorization Request.</li> </ul> </li> </ul>	All

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Condition	Chargeback Conditions – Reason Code 62	Country/Region
3	<p>All of the following:</p> <ul style="list-style-type: none"><li>• The Transaction was completed with a Counterfeit Card in a Card-Present Environment.</li><li>• The Cardholder denies authorizing or participating in the Transaction.</li><li>• The Transaction was a Manual Cash Disbursement or a Quasi-Cash Transaction completed in a Face-to-Face Environment.</li><li>• The Merchant or Member did not both:<ul style="list-style-type: none"><li>– Compare the first 4 digits of the embossed or printed Account Number with the 4 digits printed above or below the Account Number</li><li>– Record on the Transaction Receipt the digits printed above or below the Account Number</li></ul></li></ul>	All

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#### 11.1.14.2 Minimum Chargeback Amount – Reason Code 62

Effective for Chargebacks processed through 17 April 2015

Table 11-37: Minimum Chargeback Amount – Reason Code 62

Transaction Type	Minimum Chargeback Amount – Reason Code 62	Country/Region
T&E Transaction	CAD 25	Canada Domestic
	BRL 25	Brazil Domestic <sup>1</sup>
All Other Transactions	CAD 10	Canada Domestic
	BRL 15	Brazil Domestic <sup>1</sup>
<sup>1</sup> Minimum does not apply to Transactions for payment of airport tax.		

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#### 11.1.14.3 Invalid Chargebacks – Reason Code 62

**Table 11-38: Invalid Chargebacks – Reason Code 62**

Chargeback Condition	Invalid Chargebacks – Reason Code 62	Country/Region
<b>The Chargeback is invalid for any of the following:</b>		
<b>General</b>	An Emergency Cash Disbursement	<b>All</b>
<b>Chargeback Condition 1</b>	Either: <ul style="list-style-type: none"> <li>The CVV was not encoded on the Card.</li> <li>The Transaction was completed with a Proprietary Card bearing the Plus Symbol.</li> </ul>	<b>All</b>
<b>Chargeback Condition 2</b>	Any of the following: <ul style="list-style-type: none"> <li>The Transaction was a Chip-initiated Transaction (POS Entry Mode code 05 or 07).</li> <li>The Transaction was a Fallback Transaction.</li> <li>The Authorization record contains POS Entry Mode code 90 and the Service Code encoded on the Magnetic Stripe does not indicate the presence of a Chip.</li> <li>The CVV was in the Authorization Request but CVV verification was not performed or the Authorization record indicates that the CVV failed verification.</li> </ul>	<b>All</b>
<b>Chargeback Condition 3</b>	Either: <ul style="list-style-type: none"> <li>A Transaction conducted using a Mobile Payment Device</li> <li>A Transaction completed with a Proprietary Card bearing the Plus Symbol</li> </ul>	<b>All</b>

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#### 11.1.14.4 Chargeback Processing Requirements – Reason Code 62 (Updated)

Table 11-39: Chargeback Processing Requirements – Reason Code 62

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>For an ATM Transaction: CH DISP, CVV ENCODED, FRD RPT, ISS CVS PARTICIPANT</li> </ul>	<ul style="list-style-type: none"> <li>For an ATM Transaction: None required</li> <li>For all other Transactions, all of the following, as applicable: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Certification that the CVV was encoded on the Card</li> <li>Certification that the Issuer was a participant in the Card Verification Service at the time of Authorization</li> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul> </li> </ul>	All excluding VE

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#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"><li>For an ATM Transaction: CH DISP, CVV ENCODED, FRD RPT, ISS CVS PARTICIPANT</li></ul>	<ul style="list-style-type: none"><li>For an ATM Transaction: None required</li><li>For all other Transactions, all of the following, as applicable:<ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Certification that the CVV was encoded on the Card</li><li>Certification that the Issuer was a participant in the Card Verification Service at the time of Authorization</li><li>For Transactions with a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following:<ul style="list-style-type: none"><li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li><li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li><li>Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li><li>Certification of the date the Account Number was listed on the Exception File</li></ul></li><li>For a Transaction with a Transaction amount greater than USD 25 (or local currency equivalent), Cardholder letter denying authorization of or participation in the Transaction</li></ul></li></ul>	<b>Interregional including VE</b>

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Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>EMV CARD, NON EMV DEVICE</li></ul>	All of the following: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li><li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li><li>Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li><li>Certification of the date the Account Number was listed on the Exception File</li></ul>	All excluding VE
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>EMV CARD, NON EMV DEVICE</li></ul>	All of the following: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>For a Transaction with a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following:<ul style="list-style-type: none"><li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li><li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li><li>Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li><li>Certification of the date the Account Number was listed on the Exception File</li></ul></li><li>For a Transaction with a Transaction amount greater than USD 25 (or local currency equivalent), Cardholder letter denying authorization or participation in the Transaction</li></ul>	Interregional including VE

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#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 3</b> <ul style="list-style-type: none"><li>For a Manual Cash Disbursement or Quasi-Cash Transaction: EMBOSSSED/PRINTED DIGITS NOT COMPARED</li></ul>	All of the following: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li><li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li><li>Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li><li>Certification of the date the Account Number was listed on the Exception File</li></ul>	All excluding VE
<b>Chargeback Condition 3</b> <ul style="list-style-type: none"><li>For a Manual Cash Disbursement or Quasi-Cash Transaction: EMBOSSSED/PRINTED DIGITS NOT COMPARED</li></ul>	All of the following: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>A legible Transaction Receipt copy</li><li>For a Transaction with a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following:<ul style="list-style-type: none"><li>Cardholder letter denying authorization of or participation in the Transaction or certification that the Cardholder denies authorization of or participation in the Transaction</li><li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li><li>Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 4</li><li>Certification of the date the Account Number was listed on the Exception File</li></ul></li><li>For a Transaction with a Transaction amount greater than USD 25 (or local currency equivalent), a Cardholder letter denying authorization of or participation in the Transaction</li></ul>	Interregional including VE

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#### 11.1.14.5 Representment Rights and Limitations – Reason Code 62

Table 11-40: Representment Rights and Limitations – Reason Code 62

Chargeback Condition	Representment Rights and Limitations – Reason Code 62	Country/Region
<b>General</b>	For a Representment due to an Issuer not properly listing the Account Number on the Exception File, not properly reporting Fraud Activity, or not closing an account, the Acquirer must provide information/documentation to support this claim.	<b>All</b>

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#### 11.1.14.6 Representment Processing Requirements – Reason Code 62

Table 11-41: Representment Processing Requirements – Reason Code 62

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Issuer did not meet the applicable Chargeback conditions</b> <b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>AUTH DATE MMDDYY CODE X...X</li> <li>POS XX (Specify POS Entry Mode code value)</li> <li>AUTHENTICATION CRYPT IN AUTH</li> </ul>	As applicable	<b>All</b>
<b>The Issuer did not meet the applicable Chargeback conditions</b> <b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>X...X (Specify the reason)</li> <li>EMV DEVICE, POS 90, NON CHIP SVCE CODE</li> <li>EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD</li> </ul>	As applicable	<b>All</b>

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Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Issuer did not meet the applicable Chargeback conditions</b> <b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"><li>• X...X (Specify the reason)</li><li>• EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD</li></ul>	As applicable	All
<b>The Acquirer can remedy the Chargeback</b> <ul style="list-style-type: none"><li>• X...X (Specify the reason)</li></ul>	As applicable	All

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#### 11.1.15 Chargeback Reason Code 70 – Card Recovery Bulletin or Exception File

##### 11.1.15.1 Chargeback Conditions – Reason Code 70

Table 11-42: Chargeback Conditions – Reason Code 70

Condition	Chargeback Conditions – Reason Code 70	Country/Region
1	All of the following: <ul style="list-style-type: none"><li>• The Transaction was below the Merchant's Floor Limit.</li><li>• The Merchant did not obtain Authorization.</li><li>• On the Transaction Date, the Account Number was listed in the Card Recovery Bulletin for the Visa Region in which the Merchant Outlet is located.</li></ul>	All excluding US Domestic

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Condition	Chargeback Conditions – Reason Code 70	Country/ Region
2	<b>Effective for Chargebacks processed through 17 April 2015</b> All of the following: <ul style="list-style-type: none"><li>• The Transaction was below the Merchant's Floor Limit.</li><li>• The Merchant did not obtain Authorization.</li><li>• The Merchant did not perform Account Number Verification.</li><li>• For a Transaction at a US Merchant Outlet, the Account Number was listed on the Exception File with a Pickup Response by 4 a.m. Greenwich Mean Time on the date preceding the Transaction Date.</li></ul>	All excluding US Domestic

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#### 11.1.15.2 Chargeback Rights and Limitations – Reason Code 70

Table 11-43: Chargeback Rights and Limitations – Reason Code 70

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 70	Country/ Region
General	The Chargeback applies whether or not a specific Account Number in a blocked BIN appears in the Card Recovery Bulletin or Exception File.	All excluding US Domestic
Chargeback Condition 1	If the Transaction Date was not transmitted in the Clearing Record, the Chargeback applies if the Account Number was listed in the Card Recovery Bulletin within the 10 calendar days before the Transaction Processing Date.	All excluding US Domestic
Chargeback Condition 2	<b>Effective for Chargebacks processed through 17 April 2015</b> If the Transaction Date was not transmitted in the Clearing Record, the Chargeback applies if Account Number Verification was performed or the Account Number was listed on the Exception File within the 10 calendar days before the Transaction Processing Date.	All excluding US Domestic

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##### 11.1.15.3 Invalid Chargebacks – Reason Code 70

Table 11-44: Invalid Chargebacks – Reason Code 70

Chargeback Condition	Invalid Chargebacks – Reason Code 70	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>A Transaction authorized through the Emergency Payment Authorization Service</li><li>A Transaction completed at a Contactless-Only Acceptance Device</li></ul>	All excluding US Domestic
Chargeback Condition 1	A Transaction that both: <ul style="list-style-type: none"><li>Occurred at a Chip-Reading Device</li><li>Qualifies for the EMV liability shift, as specified in Section 1.11.1.3, "EMV Liability Shift Participation"</li></ul>	All excluding US Domestic

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##### 11.1.15.4 Chargeback Processing Requirements – Reason Code 70

Table 11-45: Chargeback Processing Requirements – Reason Code 70

Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1 <ul style="list-style-type: none"><li>LISTED CRB DATE MMDDYY CRB REGION XX</li></ul>	None required	All excluding US Domestic
Effective for Chargebacks processed through 17 April 2015 Chargeback Condition 2 <ul style="list-style-type: none"><li>LISTED EXCEPT FILE MMDDYY</li></ul>	Effective for Chargebacks processed through 17 April 2015 None required	Effective for Chargebacks processed through 17 April 2015 All excluding US Domestic

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#### Visa Core Rules and Visa Product and Service Rules

##### 11.1.15.5 Representment Processing Requirements – Reason Code 70

Table 11-46: Representment Processing Requirements – Reason Code 70

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"><li>• ACCT NUM NOT ON CRB TRAN DATE MMDDYY</li><li>• CHECK-IN DATE MMDDYY</li><li>• RENTAL DATE MMDDYY</li><li>• EMBARK DATE MMDDYY</li><li>• AUTH DATE MMDDYY CODE X...X</li></ul>	Evidence that the Transaction was Chip-initiated and offline-authorized, if applicable	All excluding US Domestic
<b>Effective for Chargebacks processed through 17 April 2015</b> <b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"><li>• ACCT NUM NOT ON EXCPT FILE TRAN DATE MMDDYY</li></ul>	<b>Effective for Chargebacks processed through 17 April 2015</b> None required	<b>Effective for Chargebacks processed through 17 April 2015</b> All excluding US Domestic

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##### 11.1.16 Chargeback Reason Code 71 – Declined Authorization

###### 11.1.16.1 Chargeback Conditions – Reason Code 71

Table 11-47: Chargeback Conditions – Reason Code 71

Condition	Chargeback Conditions – Reason Code 71	Country/Region
1	An Authorization Request received a Decline or Pickup Response and the Merchant completed the Transaction	All

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Condition	Chargeback Conditions – Reason Code 71	Country/Region
2	All of the following: <ul style="list-style-type: none"><li>An Authorization Request for a Magnetic Stripe-read or Chip-initiated Transaction received a Decline Response, a Pickup Response, or a Referral Response.</li><li>A subsequent Authorization was obtained by a means other than Voice Authorization.</li><li>The Merchant completed the Transaction.</li><li>The Transaction was initiated with a Counterfeit Card.</li></ul>	All
3	All of the following: <ul style="list-style-type: none"><li>A Chip-Reading Device transmitted an Authorization Request that contained all of the data elements that create the EMV-Online Card Authentication Cryptogram with POS Entry Mode code 05 or 07.</li><li>The Authorization Response was a Referral Response.</li><li>The Authorization Request was approved by means other than Voice Authorization.</li><li>The approved Transaction is fraudulent.</li></ul>	All

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#### 11.1.16.2 Chargeback Rights and Limitations – Reason Code 71

Effective for Chargebacks processed through 17 April 2015

Table 11-48: Chargeback Rights and Limitations – Reason Code 71

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 71	Country/Region
General	For a Hotel, Car Rental Company, or Cruise Line that rendered services, the Chargeback is limited to the amount over the Floor Limit if the Account Number was not listed in the Card Recovery Bulletin on the rental, check-in, or embarkation date.	All excluding US Domestic
General	For a Lodging Merchant that rendered services, the Chargeback is limited to the amount over the Chargeback Protection Limit if the Account Number was not listed on the Exception File with a Pickup Response at 8 p.m. Pacific Time on the date preceding the Transaction initiation date.	US Domestic

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#### Visa Core Rules and Visa Product and Service Rules

##### 11.1.16.3 Invalid Chargebacks – Reason Code 71

Table 11-49: Invalid Chargebacks – Reason Code 71

Chargeback Condition	Invalid Chargebacks – Reason Code 71	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>A Transaction that was authorized by Stand-In Processing</li><li>A Transaction that was authorized through the Emergency Payment Authorization Service</li></ul>	All
Chargeback Condition 1	A Transaction for which Authorization was obtained after a Decline Response or Referral Response was received for the same purchase. This does not include an Authorization Request that received a Pickup Response 04, 07, 41, or 43 or was submitted more than 12 hours after the submission of the first Authorization Request.	All

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##### 11.1.16.4 Chargeback Processing Requirements – Reason Code 71

Table 11-50: Chargeback Processing Requirements – Reason Code 71

Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1 <ul style="list-style-type: none"><li>AUTH DECLINED MMDDYY</li></ul>	None required	All

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Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>ISS CERT TX COUNTERFEIT</li></ul>	<p>Either:</p> <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i> stating all of the following:<ul style="list-style-type: none"><li>Date and time the call was received from the International Automated Referral Service</li><li>Account Number</li><li>Transaction amount</li><li>Issuer response</li></ul></li><li><i>Visa Resolve Online Questionnaire</i> with Issuer certification that the approved Transaction was Counterfeit and both the initial and subsequent Authorization Requests contained all of the following identical data:<ul style="list-style-type: none"><li>Account Number</li><li>Transaction Date</li><li>Transaction amount</li><li>Merchant identification</li></ul></li></ul>	All

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Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 3</b> <ul style="list-style-type: none"><li>AUTH DECLINED MMDDYY</li></ul>	<p><i>Visa Resolve Online Questionnaire</i> with Issuer certification of all of the following:</p> <ul style="list-style-type: none"><li>The approved Transaction was fraudulent.</li><li>Both the initial and subsequent Authorization Requests contained all of the following identical data:<ul style="list-style-type: none"><li>Account Number</li><li>Transaction Date</li><li>Transaction amount</li><li>Merchant identification</li></ul></li><li><b>Effective for Chargebacks processed through 17 April 2015</b><p>The Account Number was resident on the Exception File with a Pickup Response on the Processing Date of the Chargeback, and was on the Exception File for a total period of at least X calendar days from the date of listing.</p></li><li><b>Effective for Chargebacks processed on or after 18 April 2015</b><p>The Account Number was resident on the Exception File with a Pickup Response on the Processing Date of the Chargeback, and was on the Exception File for a total period of at least X calendar days from the date of listing.</p></li></ul>	All

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##### 11.1.16.5 Representment Processing Requirements – Reason Code 71

Table 11-51: Representment Processing Requirements – Reason Code 71

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> As applicable: <ul style="list-style-type: none"><li>AUTH DATE MMDDYY CODE X...X</li><li>TRAN IS MMDDYY NOT MMDDYY</li></ul>	All of the following: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>For a dispute involving special Authorization procedures, <i>Certification of Special Authorization Representment Amount (Exhibit 3C)</i>. This does not apply to a US Domestic Transaction.</li><li>Evidence that the Transaction was Chip-initiated and offline-authorized, if applicable</li></ul>	All

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##### 11.1.17 Chargeback Reason Code 72 – No Authorization

##### 11.1.17.1 Chargeback Conditions – Reason Code 72

Table 11-52: Chargeback Conditions – Reason Code 72

Condition	Chargeback Conditions – Reason Code 72	Country/Region
1	The Transaction exceeded the Floor Limit and Authorization was not obtained on the Transaction Date	All
2	Authorization was obtained using invalid or incorrect data, or the MCC used in the Authorization Request does not match the MCC in the Clearing Record of the first Presentment for the same Transaction.	All

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#### Visa Core Rules and Visa Product and Service Rules

#### 11.1.17.2 Chargeback Rights and Limitations – Reason Code 72

Table 11-53: Chargeback Rights and Limitations – Reason Code 72

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 72	Country/Region
General	<ul style="list-style-type: none"> <li>The Chargeback is limited to the amount above the applicable Floor Limit for either: <ul style="list-style-type: none"> <li><b>Effective for Chargebacks processed through 17 April 2015</b> A Car Rental Company, Cruise Line, or Hotel, if no Authorization was obtained and the Account Number was not listed in the Card Recovery Bulletin on the Transaction Date</li> <li>A Chip-initiated, Offline-Authorized Transaction</li> </ul> </li> <li>If Authorization was obtained for an amount less than the Transaction amount, the Chargeback is limited to either: <ul style="list-style-type: none"> <li>The amount that was not authorized</li> <li>The difference between the Transaction amount and the amount for which Authorization was required, as specified in Section 5.8.3.1, "Estimated Authorization Amount Requirements"</li> </ul> </li> <li>An Authorization is invalid for a Fallback Transaction where the appropriate values identifying the Transaction as a Fallback Transaction are not included in the Authorization Request. For a Fallback Transaction, the Merchant Floor Limit is zero.</li> </ul>	All
General	<p><b>Effective for Chargebacks processed through 17 April 2015</b></p> <p>For a Transaction that received an Electronic Interchange Reimbursement Fee, the Chargeback applies if the Transaction amount is below the Issuer Limit and both:</p> <ul style="list-style-type: none"> <li>The Account Number was listed on the Exception File on or before 8 p.m. Pacific Time on the calendar day preceding the Transaction Date.</li> <li>The Exception File response indicated that the Card was invalid.</li> </ul>	US Domestic
Chargeback Condition 1	The Chargeback applies to a Chip-initiated Transaction that included an Authorization Request Cryptogram (ARQC) in the Clearing Record but was not authorized Online by the Issuer or the Issuer's agent.	All
Chargeback Condition 2	<ul style="list-style-type: none"> <li>The Chargeback applies for the entire Transaction amount.</li> <li>The Authorization is invalid if the Authorization Request contained an incorrect Transaction Date, MCC, Merchant or Transaction type indicator, country code, state code, special condition indicator, or other field required by the VisaNet Manuals.</li> </ul>	All

ID# 151014-171009-0007542

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

##### 11.1.17.3 Invalid Chargebacks – Reason Code 72

Table 11-54: Invalid Chargebacks – Reason Code 72

Chargeback Condition	Invalid Chargebacks – Reason Code 72	Country/Region
The Chargeback is invalid for any of the following:		
General	A Transaction for which the Authorization was processed through the International Automated Referral Service	All
General	<b>Effective for Chargebacks processed through 17 April 2015</b> A Transaction in which the Transaction and Billing Currencies are different, and the Transaction amount is within 10% of the Authorization amount (to allow for currency fluctuation)	All excluding US Domestic
General	<ul style="list-style-type: none"><li>A Transaction for which Partial Authorization was obtained and both:<ul style="list-style-type: none"><li>The Partial Authorization indicator was present in the Authorization Request.</li><li>The Transaction amount does not exceed the amount in the Partial Authorization Response.</li></ul></li><li><b>Effective for Chargebacks processed through 17 April 2015</b> A Transaction in which an incremental T&amp;E Authorization was not identified with the appropriate values in the required data fields</li></ul>	US Domestic

ID# 151014-171009-0007543

##### 11.1.17.4 Chargeback Processing Requirements – Reason Code 72

Table 11-55: Chargeback Processing Requirements – Reason Code 72

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"><li>NO AUTHORIZATION</li><li>EMV CARD, NO AUTH, EXCD CHIP FLOOR LIMIT</li><li>EMV CARD, INVALID FALLBACK DATA</li><li>TRAN EXCEEDS AUTH AMOUNT</li></ul>	None required	All



## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>AUTH OBTAINED USING INVALID DATA</li> </ul>	<ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Issuer Chargeback/Acquirer Representment Form – Non-Matching Merchant Category Code including the Chargeback reference number, if used</li> <li>In lieu of documentation, Issuer certification that the Authorization Request would have been declined if valid data had been provided and an explanation of why the inclusion of valid data would have caused the Authorization Request to be declined</li> </ul>	All excluding VE
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>AUTH OBTAINED USING INVALID DATA</li> </ul>	<ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> or Issuer Chargeback/Acquirer Representment Form – Non-Matching Merchant Category Code including the Chargeback Reference Number, if used</li> <li>Documentation to support the Issuer's claim that the Transaction would have been declined if Transaction data had been provided in the Authorization Request</li> </ul>	Interregional including VE

ID# 151014-171009-0007545

#### 11.1.17.5 Representment Processing Requirements – Reason Code 72

Table 11-56: Representment Processing Requirements – Reason Code 72

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Issuer did not meet the applicable Chargeback conditions</b> <b>General</b> As applicable: <ul style="list-style-type: none"> <li>X...X (Specify the reason)</li> <li>EMV CARD, VALID FALLBACK DATA</li> <li>NOT AN EMV CARD, NON EMV DEVICE</li> </ul>	As applicable	All

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"><li>AUTH DATE MMDDYY CODE X...X AMT \$XXX</li><li>TRAN DATE IS MMDDYY NOT MMDDYY</li><li>MO/TO (or EC) ORDER DATE MMDDYY CODE XXXXX AMT \$XXXX</li><li>MERCHANT IS RESTAURANT MMDDYY CODE XXXXX AMT \$XXXX</li></ul>	Both: <ul style="list-style-type: none"><li>Visa Resolve Online Questionnaire</li><li>For a dispute involving special Authorization procedures, both:<ul style="list-style-type: none"><li>Certification of Special Authorization Representation Amount (Exhibit 3C). This does not apply to a US Domestic Transaction.</li><li>For a T&amp;E Transaction, the Transaction Receipt or Substitute Transaction Receipt, if the Merchant obtained valid Authorization using special Authorization procedures between the dates that the Transaction was initiated and completed, and internal Authorization records conflict</li></ul></li></ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>None required</li></ul>	Both: <ul style="list-style-type: none"><li>Visa Resolve Online Questionnaire</li><li>V.I.P. System Authorization record and the Clearing Record of the first Presentment</li></ul>	All

ID# 151014-171009-0007548

### 11.1.18 Chargeback Reason Code 73 – Expired Card

#### 11.1.18.1 Chargeback Conditions – Reason Code 73

Table 11-57: Chargeback Conditions – Reason Code 73

Condition	Chargeback Conditions – Reason Code 73	Country/Region
1	A Merchant completed a Transaction with a Card that expired before the Transaction Date and did not obtain Authorization	All

ID# 151014-171009-0007552

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

##### 11.1.18.2 Chargeback Rights and Limitations – Reason Code 73

Table 11-58: Chargeback Rights and Limitations – Reason Code 73

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 73	Country/Region
General	<ul style="list-style-type: none"><li>The Transaction Date is the date on which the Transaction occurred or one of the following:<ul style="list-style-type: none"><li>For a Hotel, the check-in date</li><li>For a Car Rental Company, the date the car was rented</li><li>For a Cruise Line, the embarkation date</li></ul></li><li>For a Mail/Phone Order Transaction or an Electronic Commerce Transaction, the expiration date provided by the Cardholder is assumed to be correct.</li></ul>	All

ID# 151014-171009-0007553

##### 11.1.18.3 Invalid Chargebacks – Reason Code 73

Table 11-59: Invalid Chargebacks – Reason Code 73

Chargeback Condition	Invalid Chargebacks – Reason Code 73	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>A Transaction authorized through the Emergency Payment Authorization Service</li><li>A Chip-initiated Transaction</li></ul>	All

ID# 151014-171009-0007554

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

##### 11.1.18.4 Chargeback Processing Requirements – Reason Code 73

Table 11-60: Chargeback Processing Requirements – Reason Code 73

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <ul style="list-style-type: none"><li>CARD EXPIRED MMDDYY</li></ul>	None required	All

ID# 151014-171009-0007556

##### 11.1.18.5 Representment Processing Requirements – Reason Code 73

Table 11-61: Representment Processing Requirements – Reason Code 73

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> As applicable: <ul style="list-style-type: none"><li>AUTH DATE MMDDYY</li><li>CARD NOT EXPIRED ON TRAN DATE</li><li>CHECK-IN DATE MMDDYY</li><li>RENTAL DATE MMDDYY</li><li>EMBARK DATE MMDDYY</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>One of the following:<ul style="list-style-type: none"><li>The Merchant's Authorization log</li><li>Documentation to prove that the Card was not expired on the Transaction Date</li><li>Evidence that the Transaction was Chip-initiated and offline-authorized</li></ul></li></ul>	All

ID# 151014-171009-0007558

## Visa Product and Service Rules

Dispute Resolution

### Visa Core Rules and Visa Product and Service Rules

#### 11.1.19 Chargeback Reason Code 74 – Late Presentment

##### 11.1.19.1 Chargeback Conditions – Reason Code 74

Table 11-62: Chargeback Conditions – Reason Code 74

Condition	Chargeback Conditions – Reason Code 74	Country/ Region
1	Both: <ul style="list-style-type: none"><li>The Transaction was not processed within the required time limit</li><li>The Account Number was not in good standing on the Chargeback Processing Date</li></ul>	All
2	The Transaction Date is more than 180 calendar days before the Processing Date	All

ID# 151014-171009-0007561

##### 11.1.19.2 Chargeback Rights and Limitations – Reason Code 74 (Updated)

Table 11-63: Chargeback Rights and Limitations – Reason Code 74

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 74	Country/ Region
General	For a T&E Transaction, the Transaction Date is: <ul style="list-style-type: none"><li>For a Hotel, the check-out date</li><li>For a Car Rental Company, the return date</li><li>For a Cruise Line, the disembarkation date</li></ul>	All

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 74	Country/Region
<b>Chargeback Condition 1</b>	<p>The Chargeback applies only if the Transaction Processing Date is more than:</p> <ul style="list-style-type: none"><li>• For a Visa Electron Card Transaction, 6 calendar days after the Transaction Date</li><li>• For an ATM or Load Transaction, 10 calendar days after the Transaction Date</li><li>• For all other Transactions, 30 calendar days after the Transaction Date</li></ul>	<p><b>Effective for Transactions processed through 17 April 2015</b></p> <p><b>All excluding Malaysia Domestic and US Domestic</b></p> <p><b>Effective for Transactions processed on or after 18 April 2015</b></p> <p><b>All excluding Malaysia Domestic, US Domestic, and Egypt Domestic</b></p>
<b>Chargeback Condition 1</b>	<p>The Chargeback applies only if the Transaction Processing Date is more than:</p> <ul style="list-style-type: none"><li>• For a Visa Electron Card Transaction, 6 calendar days after the Transaction Date</li><li>• For an ATM or Load Transaction, 10 calendar days after the Transaction Date</li><li>• For an Automated Fuel Dispenser Transaction, 6 calendar days after the Transaction Date</li><li>• For all other Transactions, 30 calendar days after the Transaction Date</li></ul>	<p><b>Malaysia Domestic</b></p>

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 74	Country/Region
<b>Chargeback Condition 1</b>	<p>The Chargeback applies only if the Transaction Processing Date is more than:</p> <ul style="list-style-type: none"> <li>For a Transaction using an account that is not in good standing, including "not sufficient funds" (NSF), 10 calendar days after the Transaction Date</li> <li><b>Effective for Transactions completed through 30 June 2015</b> For an ATM Transaction, Load Transaction, Online Check Card Transaction, or PIN-Authenticated Visa Debit Transaction, 10 calendar days after the Transaction Date</li> <li><b>Effective for Transactions completed on or after 1 July 2015</b> For an ATM Transaction, Load Transaction, or PIN-Authenticated Visa Debit Transaction, 10 calendar days after the Transaction Date</li> <li>For a Transaction at a Merchant with multiple Merchant Outlets, for an account that is not in good standing, including NSF, 20 calendar days after the Transaction Date</li> </ul>	<b>US Domestic</b>
<b>Chargeback Condition 1</b>	<p><b>Effective for Transactions completed on or after 18 April 2015</b></p> <p>The Chargeback applies only if the Transaction Processing Date is more than:</p> <ul style="list-style-type: none"> <li>For a Visa Electron Card Transaction, 6 calendar days after the Transaction Date</li> <li>For an ATM or Load Transaction, 6 calendar days after the Transaction Date</li> <li>For all other Transactions, 10 calendar days after the Transaction Date</li> </ul>	<p><b>Effective for Transactions processed on or after 18 April 2015</b></p> <p><b>Egypt Domestic</b></p>

ID# 150415-171009-0007562

#### 11.1.19.3 Chargeback Time Limit – Reason Code 74

Table 11-64: Chargeback Time Limit – Reason Code 74

Chargeback Condition	Chargeback Time Limit – Reason Code 74	Country/Region
<b>General</b>	<ul style="list-style-type: none"> <li><b>Effective for Transactions completed through 30 June 2015</b> For an ATM, Visa TravelMoney, or Online Check Card Transaction, 20 calendar days from the Processing Date of the Adjustment</li> <li><b>Effective for Transactions completed on or after 1 July 2015</b> For an ATM Transaction or a Visa TravelMoney Card Transaction, 20 calendar days from the Processing Date of the Adjustment</li> </ul>	<b>US Domestic</b>

ID# 151014-171009-0007572

#### 11.1.19.4 Chargeback Processing Requirements – Reason Code 74

**Table 11-65: Chargeback Processing Requirements – Reason Code 74**

Member Message Text	Supporting Documentation/ Certification	Country/ Region
<p><b>General</b></p> <ul style="list-style-type: none"> <li>For a PIN-Authenticated Visa Debit Transaction: <ul style="list-style-type: none"> <li>TRAN MORE THAN 10 DAYS LATE</li> </ul> </li> <li><b>Effective for Transactions completed through 30 June 2015</b> For an ATM, Load, or Online Check Card Transaction, ACCOUNT STATUS CODE (supply the appropriate code in the last position in the text) <ul style="list-style-type: none"> <li>C = Credit Problem (Also NSF for ATM Transactions, Load Transactions, or Online Check Card Transaction Adjustments)</li> <li>F = Other Fraud (lost, stolen, not received)</li> <li>X = Counterfeit</li> <li>O = Account Closed</li> </ul> </li> <li><b>Effective for Transactions completed on or after 1 July 2015</b> For an ATM Transaction or a Load Transaction, ACCOUNT STATUS CODE (supply the appropriate code in the last position in the text) <ul style="list-style-type: none"> <li>C = Credit Problem (also NSF for an ATM Transaction or a Load Transaction Adjustment)</li> <li>F = Other Fraud (lost, stolen, not received)</li> <li>X = Counterfeit</li> <li>O = Account Closed</li> </ul> </li> </ul>	None required	US Domestic
<p><b>Chargeback Condition 1</b></p> <ul style="list-style-type: none"> <li>ACCOUNT STATUS CODE __ (Supply the appropriate code in the last position of the text) <ul style="list-style-type: none"> <li>X=Counterfeit</li> <li>O=Account Closed</li> <li>C=Account Problem (in the US Region, includes NSF)</li> <li>F=Other Fraud (lost, stolen, not received)</li> </ul> </li> </ul>	None required	All



## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/ Certification	Country/ Region
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>MORE THAN 180 DAYS LATE</li></ul>	None required	All

ID# 151014-171009-0007573

#### 11.1.19.5 Representment Processing Requirements – Reason Code 74

Table 11-66: Representment Processing Requirements – Reason Code 74

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"><li>CORRECT TRAN DATE MMDDYY</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>The Transaction Receipt or other documentation with a Transaction Date that disproves late Presentment</li></ul>	All

ID# 151014-171009-0007575

#### 11.1.20 Chargeback Reason Code 75 – Transaction Not Recognized

##### 11.1.20.1 Chargeback Conditions – Reason Code 75

Table 11-67: Chargeback Conditions – Reason Code 75

Condition	Chargeback Conditions – Reason Code 75	Country/ Region
1	The Cardholder does not recognize the Transaction and additional information beyond the data required in the Clearing Record is needed to assist the Cardholder in identifying the Transaction	All

ID# 151014-171009-0007577

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

##### 11.1.20.2 Electronic Commerce Dispute Requirements – Reason Code 75 (Updated)

For a dispute related to an Electronic Commerce Transaction, a Member must comply with the *Verified by Visa Dispute Resolution Guide*.

ID# 150415-151014-0028021

##### 11.1.20.3 Chargeback Rights and Limitations – Reason Code 75

Table 11-68: Chargeback Rights and Limitations – Reason Code 75

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 75	Country/Region
General	<b>Effective for Chargebacks processed through 17 April 2015</b> The Chargeback applies only for key-entered Transactions and Unattended Transactions	All excluding VE
General	<b>Effective for Chargebacks processed on or after 18 April 2015</b> The Chargeback applies only for key-entered Transactions and Unattended Transactions.	All
General	<b>Effective for Chargebacks processed through 17 April 2015</b> Before initiating a Chargeback, the Issuer must request a copy of the Transaction Receipt unless the Transaction is one of the following: <ul style="list-style-type: none"><li>• A Mail/Phone Order Transaction</li><li>• An Electronic Commerce Transaction</li><li>• A Recurring Transaction</li><li>• An EMV PIN Transaction, excluding a Manual Cash Disbursement, Quasi-Cash Transaction, and request for T&amp;E Document</li><li>• An Unattended Transaction</li><li>• A Contactless Transaction in which a PIN or Consumer Device Cardholder Verification Method (CDCVM) was used, excluding a Manual Cash Disbursement, Quasi-Cash Transaction, and request for T&amp;E Document</li></ul>	Interregional including VE

ID# 150415-171009-0007578

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

##### 11.1.20.4 Invalid Chargebacks – Reason Code 75

Table 11-69: Invalid Chargebacks – Reason Code 75

Chargeback Condition	Invalid Chargebacks – Reason Code 75	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>A Transaction for which the Issuer used Retrieval Request reason code 33 (fraud analysis request) or Retrieval Request reason code 34 (legal process request)</li><li>A Transaction for which the Acquirer supplies a Fulfillment with all required data specified in Section 5.10.4.1, "Required Substitute Transaction Receipt Content for T&amp;E/Travel Transactions"</li><li>A Transaction for which the Lodging/Car Rental No-Show indicator in the Clearing Record is 1</li><li>A Transaction that the Cardholder states is fraudulent</li><li>A Telephone Service Transaction</li></ul>	All
General	<ul style="list-style-type: none"><li>A Transaction for which the Acquirer provided evidence of an Imprint</li><li>A Visa Easy Payment Service Transaction</li></ul>	All excluding VE
General	A Transaction for which the Acquirer provided evidence of an Imprint and a signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)	Interregional including VE
General	A Contactless Payment Transaction	Canada Domestic
General	<ul style="list-style-type: none"><li>A CPS/Passenger Transport Transaction</li><li>A CPS/Automated Fuel Dispenser Transaction</li><li>A PIN-Authenticated Visa Debit Transaction</li></ul>	US Domestic

ID# 151014-171009-0007579

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

##### 11.1.20.5 Chargeback Processing Requirements – Reason Code 75

Table 11-70: Chargeback Processing Requirements – Reason Code 75

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <ul style="list-style-type: none"><li>RR DATE MMDDYY, (if the Transaction Receipt request was not fulfilled)</li></ul>	None required	Interregional including VE

ID# 151014-171009-0007581

##### 11.1.20.6 Representment Processing Requirements – Reason Code 75

Table 11-71: Representment Processing Requirements – Reason Code 75

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	Visa Resolve Online Questionnaire and both: <ul style="list-style-type: none"><li>A copy of the Transaction Receipt or a detailed description of the merchandise or services purchased</li><li>If applicable, additional information or Transaction data that was not required in the Clearing Record (A Representment for an Aggregated Transaction must include details of the individual purchases that have been aggregated)</li></ul>	All

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/Region
<p><b>The Acquirer can remedy the Chargeback</b></p> <p><b>General</b></p> <ul style="list-style-type: none"><li>None required</li></ul>	<p>Visa Resolve Online Questionnaire and either:</p> <ul style="list-style-type: none"><li>For a Transaction conducted by a Merchant assigned an MCC of 3000 to 3299 (airlines), 4511 (Airlines and Air Carriers [Not Elsewhere Classified]), or 4722 (Travel Agencies and Tour Operators), all of the following:<ul style="list-style-type: none"><li>A copy of the front of the Card</li><li>A copy of the front and back of a legal document that identifies the Cardholder</li><li>A copy of a voucher or ticket with the passenger's name issued by travel agency and/or airline</li><li>A copy of the debit authorization form with all of the following:<ul style="list-style-type: none"><li>Primary Cardholder's name</li><li>Name of passenger(s)</li><li>Account number</li><li>Card expiration date</li><li>Primary Cardholder's phone number</li><li>Airline name</li><li>Authorization Code</li><li>Transaction amount</li><li>Installment Transaction count</li><li>Installment Transaction amount</li><li>Airport tax amount</li><li>Date of the debit authorization form</li><li>Cardholder signature (must match Cardholder signature on the signature panel)</li></ul></li></ul></li><li>For a Transaction conducted by a Merchant assigned MCC 5814 (Fast Food Restaurants) or 7922 (Theatrical Producers [Except Motion Pictures] and Ticket Agencies), documentation signed by the Cardholder to prove that the Cardholder received services or merchandise at the agreed location</li></ul>	<p><b>Brazil</b></p> <p><b>Domestic</b></p>

ID# 150415-171009-0007586

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

#### 11.1.21 Chargeback Reason Code 76 – Incorrect Currency or Transaction Code or Domestic Transaction Processing Violation

##### 11.1.21.1 Chargeback Conditions – Reason Code 76

Table 11-72: Chargeback Conditions – Reason Code 76

Condition	Chargeback Conditions – Reason Code 76	Country/Region
1	The Transaction code is incorrect	All
2	The Transaction Currency is different than the currency transmitted through VisaNet	All
3	A Transaction was deposited by a Merchant with an Acquirer whose Country of Domicile is not the country where the Transaction occurred and was processed with an incorrect Transaction Country code	All
4	The Cardholder was not advised that Dynamic Currency Conversion would occur or was refused the choice of paying in the Merchant's local currency.	Interregional including VE
5	Dynamic Currency Conversion occurred and the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice.	All excluding VE
6	The Merchant processed a credit refund and did not process a Reversal or an Adjustment within 30 calendar days for a Transaction Receipt processed in error.	All

ID# 151014-191013-0007589

##### 11.1.21.2 Chargeback Rights and Limitations – Reason Code 76 (Updated)

Table 11-73: Chargeback Rights and Limitations – Reason Code 76

Chargeback Condition	Chargeback Rights and Limitations – Reason Code	Country/Region
Chargeback Condition 1	For a Transaction processed with an incorrect Transaction code, the Chargeback amount is double the Transaction amount when either: <ul style="list-style-type: none"><li>• A credit was processed as a debit.</li><li>• A debit was processed as a credit.</li></ul>	All
Chargeback Condition 2, 3, 4, 5	The Chargeback applies for the entire Transaction amount.	All

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Chargeback Rights and Limitations – Reason Code	Country/Region
Chargeback Condition 6	The Chargeback must be limited to the difference between the Credit Transaction Receipt and the original debit.	All excluding US Domestic and Canada Domestic

ID# 150415-171009-0007590

#### 11.1.21.3 Invalid Chargebacks – Reason Code 76

Table 11-74: Invalid Chargebacks – Reason Code 76

Chargeback Condition	Invalid Chargebacks – Reason Code 76	Country/Region
The Chargeback is invalid for any of the following:		
Chargeback Condition 2	A Transaction originating at a non-US ATM connected to the Plus System, Inc. and settled in USD	All
Chargeback Condition 3	<ul style="list-style-type: none"><li>An International Airline Transaction</li><li>A Transaction that occurred at a location that Visa considers to be within the Acquirer's Country and Region of Domicile</li></ul>	All

ID# 151014-171009-0007591

#### 11.1.21.4 Chargeback Processing Requirements – Reason Code 76 (Updated)

Table 11-75: Chargeback Processing Requirements – Reason Code 76

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"><li>CREDIT POSTED AS DEBIT</li><li>DEBIT POSTED AS CREDIT</li><li>PURCHASE POSTED AS CASH</li><li>CASH POSTED AS PURCHASE</li></ul>	None required	All

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"> <li>TRAN CURRENCY IS XXX NOT XXX (XXX = numeric Currency Code value as specified in the applicable VisaNet Manuals)</li> </ul>	None required	All
<b>Chargeback Condition 3</b> <ul style="list-style-type: none"> <li>TRAN OCCURRED IN X...X</li> </ul>	None required	All
<b>Chargeback Condition 4</b> As applicable: <ul style="list-style-type: none"> <li>DCC -- CARDHOLDER NOT ADVISED</li> <li>DCC -- CARDHOLDER REFUSED OPTION OF LOCAL CURRENCY</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Both: <ul style="list-style-type: none"> <li>A Cardholder letter stating that the Cardholder was not advised that Dynamic Currency Conversion would occur or was not offered a choice to pay in the Merchant's local currency</li> <li>A copy of the Cardholder's Transaction Receipt (if available)</li> </ul> </li> </ul>	Interregional including VE
<b>Chargeback Condition 5</b> As applicable: <ul style="list-style-type: none"> <li>DCC -- CARDHOLDER DID NOT AGREE TO DCC</li> <li>DCC -- CARDHOLDER DID NOT MAKE ACTIVE CHOICE</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Issuer certification that the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice</li> </ul>	All excluding VE
<b>Chargeback Condition 6</b> <ul style="list-style-type: none"> <li>CREDIT INSTEAD OF REVERSAL</li> </ul>	<i>Visa Resolve Online Questionnaire</i> that includes both: <ul style="list-style-type: none"> <li>An explanation of why the credit Transaction was processed in error</li> <li>Evidence of the original Transaction and the Credit Transaction</li> </ul>	All excluding VE



## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 6</b> <ul style="list-style-type: none"><li>CREDIT INSTEAD OF REVERSAL</li></ul>	<i>Visa Resolve Online Questionnaire</i> that includes all of the following: <ul style="list-style-type: none"><li>An explanation of why the credit Transaction was processed in error</li><li>Evidence of the original Transaction and the Credit Transaction</li><li>If the Credit Transaction Receipt resulted from a Transaction where the Cardholder asserts fraud, a copy of the signed Cardholder letter</li></ul>	<b>Interregional including VE</b>

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#### 11.1.21.5 Representment Rights and Limitations – Reason Code 76 (Updated)

Table 11-76: Representment Rights and Limitations – Reason Code 76

Chargeback Condition	Representment Rights and Limitations – Reason Code 76	Country/Region
<b>Chargeback Condition 4</b>	<ul style="list-style-type: none"><li>For a valid Chargeback, the Acquirer may represent the Transaction in the Merchant's local currency for the Transaction amount before Dynamic Currency Conversion, excluding fees or commission charges directly related to Dynamic Currency Conversion that were applied to the Transaction.</li><li>The Acquirer may process the Transaction as a first Presentment instead of representing. The Acquirer may be responsible for a Chargeback under Chargeback reason code 74 (Late Presentment).</li></ul>	<b>Interregional including VE</b>

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Chargeback Condition	Representment Rights and Limitations – Reason Code 76	Country/Region
Chargeback Condition 5	<ul style="list-style-type: none"><li>For a valid Chargeback, either:<ul style="list-style-type: none"><li>The Acquirer may present Compelling Evidence that the Cardholder actively chose Dynamic Currency Conversion and may represent the Transaction in the Transaction Currency (after Dynamic Currency Conversion occurred), including fees or commission charges directly related to the Dynamic Currency Conversion that were applied to the Transaction.</li><li>The Acquirer may represent the Transaction without Compelling Evidence in the Merchant's local currency for the Transaction amount before Dynamic Currency Conversion, excluding fees or commission charges directly related to Dynamic Currency Conversion that were applied to the Transaction.</li></ul></li><li>The Acquirer may process the Transaction as a first Presentment instead of representing. The Acquirer may be responsible for a Chargeback under Chargeback reason code 74 (Late Presentment).</li></ul>	All excluding VE

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#### 11.1.21.6 Representment Processing Requirements – Reason Code 76

Table 11-77: Representment Processing Requirements – Reason Code 76

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1</b> <ul style="list-style-type: none"><li>None required</li></ul>	<ul style="list-style-type: none"><li>For an ATM Transaction, none required</li><li>For all other Transactions, both:<ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Transaction Receipt or other record that proves that the Transaction code was correct</li></ul></li></ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>None required</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Transaction Receipt or other record that proves that the Transaction currency was correct</li></ul>	All

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 3</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>A Transaction Receipt or other record that proves that the Transaction was deposited properly and processed with the correct Transaction Country code or that the Transaction occurred at a location that Visa considers to be within the Acquirer's Country and Region of Domicile or is an International Airline Transaction</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 4, 5</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Acquirer certification that the Merchant is registered to offer Dynamic Currency Conversion and a copy of the Transaction Receipt showing the Merchant's local currency</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 6</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Explanation of why a credit Transaction was processed instead of a Reversal or an Adjustment</li> </ul>	All
<b>The Acquirer can provide Compelling Evidence<sup>1</sup></b> <b>Chargeback Condition 5</b> <ul style="list-style-type: none"> <li>None required</li> </ul> <sup>1</sup> Applies only to a Representment in the DCC currency	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Compelling Evidence</li> <li>Acquirer certification confirming that Dynamic Currency Conversion was chosen by the Cardholder and not by the Merchant</li> <li>A copy of the Transaction Receipt</li> </ul>	All excluding VE

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## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

#### 11.1.22 Chargeback Reason Code 77 – Non-Matching Account Number

##### 11.1.22.1 Chargeback Conditions – Reason Code 77

Table 11-78: Chargeback Conditions – Reason Code 77

Condition	Chargeback Conditions – Reason Code 77	Country/ Region
1	The Merchant or the Acquirer processed a Transaction that did not receive an Authorization and used an Account Number that does not match any Account Number on the Issuer's master file.	All
2	The Originating Member processed an Original Credit using an Account Number that does not match any Account Number on the Issuer's master file.	All
3	<b>Effective for Chargebacks processed through 17 April 2015</b> The Merchant or the Acquirer processed a Transaction that used an Account Number that does not match any Account Number on the Issuer's master file and was authorized by Stand-In Processing for an amount within the Issuer T&E minimum limit levels.	AP

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##### 11.1.22.2 Chargeback Processing Requirements – Reason Code 77

Table 11-79: Chargeback Processing Requirements – Reason Code 77

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>General</b> As applicable: <ul style="list-style-type: none"><li>• NO SUCH ACCT NUMBER</li><li>• ACCOUNT CLOSED</li><li>• ACCOUNT NOT ON FILE</li></ul>	None required	All

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## Visa Product and Service Rules

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#### Visa Core Rules and Visa Product and Service Rules

##### 11.1.22.3 Representment Processing Requirements – Reason Code 77

Table 11-80: Representment Processing Requirements – Reason Code 77

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1</b> <ul style="list-style-type: none"><li>AUTH DATE MMDDYY CODE X...X (if applicable)</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Legible Transaction Receipt or other documentation (for example: Transaction log) to prove that the Account Number was processed correctly</li></ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>X...X (Specify the reason)</li></ul>	None required	All
<b>Effective for Chargebacks processed through 17 April 2015</b> <b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 3</b> <ul style="list-style-type: none"><li>AUTH DATE MMDDYY CODE X...X (if applicable)</li></ul>	<b>Effective for Chargebacks processed through 17 April 2015</b> Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Legible Transaction Receipt or other documentation (for example: Transaction log) to prove that the Account Number was processed correctly</li></ul>	<b>Effective for Chargebacks processed through 17 April 2015</b> <b>AP</b>

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##### 11.1.23 Chargeback Reason Code 78 – Service Code Violation

###### 11.1.23.1 Chargeback Conditions – Reason Code 78

Table 11-81: Chargeback Conditions – Reason Code 78

Condition	Chargeback Conditions – Reason Code 78	Country/Region
1	A Merchant completed a Magnetic Stripe-read Transaction on a Visa Electron Card, or on a Visa Card in a registered positive Authorization (X2X Service Code) account range, and did not obtain Authorization.	All excluding US Domestic

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## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

##### 11.1.23.2 Chargeback Processing Requirements – Reason Code 78

Table 11-82: Chargeback Processing Requirements – Reason Code 78

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	None required	All excluding US Domestic

ID# 151014-171009-0007614

##### 11.1.23.3 Representment Processing Requirements – Reason Code 78

Table 11-83: Representment Processing Requirements – Reason Code 78

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"><li>AUTH DATE MMDDYY</li></ul>	<i>Visa Resolve Online Questionnaire</i> and either: <ul style="list-style-type: none"><li>Documentation to prove that either:<ul style="list-style-type: none"><li>The Service Code was valid for the Transaction.</li><li>Authorization was obtained.</li></ul></li><li>Documentation to show that the Account was not in a registered positive Authorization account range. This does not apply to a Visa Electron Transaction.</li></ul>	All excluding US Domestic

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##### 11.1.24 Chargeback Reason Code 80 – Incorrect Transaction Amount or Account Number

##### 11.1.24.1 Chargeback Conditions – Reason Code 80

Table 11-84: Chargeback Conditions – Reason Code 80

Condition	Chargeback Conditions – Reason Code 80	Country/Region
1	The Transaction amount is incorrect or an addition or transposition error occurred.	All

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### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Condition	Chargeback Conditions – Reason Code 80	Country/Region
2	The Merchant altered the Transaction amount after the Transaction was completed without the consent of the Cardholder	Interregional including VE
3	The Account Number processed through VisaNet does not match the Account Number on the Transaction Receipt.	All
4	<p>The Acquirer processed an Adjustment of an ATM Cash Disbursement or a PIN-Authenticated Visa Debit Transaction and one of the following:</p> <ul style="list-style-type: none"><li>• The Adjustment contains either:<ul style="list-style-type: none"><li>– An incorrect Account Number</li><li>– A non-matching Account Number</li></ul></li><li>• The Adjustment posted to a "closed" or "non-sufficient funds" account and the Adjustment was processed more than 10 days after the Transaction Date.</li><li>• The Adjustment was processed more than 45 days from Transaction Date.</li><li>• An Adjustment was processed more than once for the same Transaction.</li><li>• The Cardholder disputes the validity of the Adjustment because of the Adjustment amount or because the original Transaction was cancelled or reversed.</li></ul>	US Domestic

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#### 11.1.24.2 Chargeback Rights and Limitations – Reason Code 80

Table 11-85: Chargeback Rights and Limitations – Reason Code 80

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 80	Country/Region
Chargeback Condition 1	For an incorrect Transaction amount, if the handwritten Transaction amount differs from the imprinted amount, the handwritten amount must be used to determine the processing error.	All
Chargeback Condition 2	The Chargeback amount is limited to the difference in the amounts	Interregional including VE

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#### Chargebacks and Representments

##### 11.1.24.3 Invalid Chargebacks – Reason Code 80 (Updated)

Table 11-86: Invalid Chargebacks – Reason Code 80

Chargeback Condition	Invalid Chargebacks – Reason Code 80	Country/Region
The Chargeback is invalid for any of the following:		
Chargeback Condition 1	<ul style="list-style-type: none"><li>A T&amp;E Transaction in which there is a difference between the quoted price and the actual charges made by the Merchant</li><li>A No-Show or Advance Deposit Transaction</li><li>A Chip-initiated Transaction containing a valid Cryptogram</li></ul>	All
Chargeback Condition 2	<ul style="list-style-type: none"><li>A No-Show or Advance Deposit Transaction</li><li>If the Merchant has the right to alter the Transaction Receipt</li><li>An EMV PIN Transaction containing a valid Cryptogram</li></ul>	Interregional including VE
Chargeback Condition 3	A Chip-initiated Transaction containing a valid Cryptogram	All
Chargeback Condition 3	A Transaction that contains a Token	All excluding VE

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##### 11.1.24.4 Chargeback Time Limit – Reason Code 80

Table 11-87: Chargeback Time Limit – Reason Code 80

Chargeback Condition	Chargeback Time Limit – Reason Code 80	Country/Region
Chargeback Condition 4	120 calendar days from the Transaction Date of the Adjustment	US Domestic

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#### 11.1.24.5 Chargeback Processing Requirements – Reason Code 80

Table 11-88: Chargeback Processing Requirements – Reason Code 80

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"><li>TRAN AMT XXXX NOT XXXX</li><li>ERROR IN AMOUNT</li></ul>	None required	All
<b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>ALTERED FROM XXXX AMT TO XXXX AMT</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>A copy of the Cardholder's Transaction Receipt showing different Transaction amounts</li></ul>	Interregional including VE
<b>Chargeback Condition 3</b> <ul style="list-style-type: none"><li>INCORRECT ACCT NUMBER</li></ul>	None required	All
<b>Chargeback Condition 4</b> As applicable: <ul style="list-style-type: none"><li>INCORRECT ACCT NO</li><li>NON-MATCHING ACCT NO</li><li>INVALID (specify reason)</li><li>ACCT CLOSED</li><li>NSF</li><li>ADJ PROCESSED PAST 45 DAYS</li><li>FIRST ADJ DATED MMDDYY</li><li>ADJ AMT \$XXXX NOT \$XXXX</li><li>ORIG TRANS CNCLD OR REVERSED</li></ul>	None required	US Domestic

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## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

##### 11.1.24.6 Representment Processing Requirements – Reason Code 80

Table 11-89: Representment Processing Requirements – Reason Code 80

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1, 3</b> <ul style="list-style-type: none"><li>None required</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Transaction Receipt or other record to prove that the Transaction amount or the Account Number was correct</li></ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>None required</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Documentation to prove one of the following:<ul style="list-style-type: none"><li>The Transaction Receipt was not altered</li><li>The Cardholder agreed to the altered amount</li><li>The Merchant is permitted or required to alter the Transaction amount</li></ul></li></ul>	Interregional including VE
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 4</b> <ul style="list-style-type: none"><li>ORIG TRAN DATE MMDDYY TRACE NUMBER XXXXXX</li></ul>	None required	US Domestic

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##### 11.1.25 Chargeback Reason Code 81 – Fraud – Card-Present Environment

###### 11.1.25.1 Chargeback Conditions – Reason Code 81 (Updated)

Table 11-90: Chargeback Conditions – Reason Code 81

Condition	Chargeback Conditions – Reason Code 81	Country/Region
1	The Cardholder did not authorize or participate in a Card-Present Environment Transaction	All

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#### Visa Core Rules and Visa Product and Service Rules

Condition	Chargeback Conditions – Reason Code 81	Country/Region
2	A fraudulent Transaction was completed in a Card-Present Environment using an Account Number for which no valid Card was issued or is outstanding, and no Authorization was obtained.	All
3	The Transaction qualifies for the EMV Liability Shift, and all of the following: <ul style="list-style-type: none"><li>• The Transaction was completed in a Card-Present Environment.</li><li>• The Cardholder did not authorize or participate in the Transaction.</li><li>• The Card is a PIN-Preferring Chip Card.</li><li>• One of the following:<ul style="list-style-type: none"><li>– The Transaction did not take place at a Chip-Reading Device.</li><li>– A Chip-initiated Transaction took place at a Chip-Reading Device that was not EMV PIN-compliant.</li><li>– For a Transaction that does not involve a Member in the Visa Europe Territory, the Transaction was Chip-initiated without online PIN and, if the Transaction was authorized Online, the Acquirer did not transmit the Full-Chip Data to Visa in the Authorization Request.</li></ul></li></ul>	All

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#### 11.1.25.2 Minimum Chargeback Amount – Reason Code 81

##### Effective for Chargebacks processed through 17 April 2015

Table 11-91: Minimum Chargeback Amount – Reason Code 81

Transaction Type	Minimum Chargeback Amount – Reason Code 81	Country/Region
Automated Fuel Dispenser Transaction	USD 10	US Domestic
For Chargeback Condition 1 and 2, Fuel Transaction with MCC 5541 or MCC 5542	CAD 50	Canada Domestic
For Chargeback Condition 1 and 2, Contactless Transaction with MCC 5542	CAD 100.01	Canada Domestic
T&E Transaction	USD 25 (or local currency equivalent)	All (unless otherwise stated)
	CAD 25	Canada Domestic

## Visa Product and Service Rules

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#### Chargebacks and Representments

Transaction Type	Minimum Chargeback Amount – Reason Code 81	Country/Region
	BRL 25	Brazil Domestic <sup>1</sup>
All Other Transactions	CAD 10	Canada Domestic
	BRL 15	Brazil Domestic <sup>1</sup>
<sup>1</sup> Minimum does not apply to Transactions for payment of airport tax.		

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#### 11.1.25.3 Chargeback Rights and Limitations – Reason Code 81

Table 11-92: Chargeback Rights and Limitations – Reason Code 81

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 81	Country/Region
Chargeback Condition 1, 2	The Chargeback applies only for key-entered Transactions and Unattended Transactions.	All excluding VE
Chargeback Condition 1, 2	The Issuer must request a copy of the Transaction Receipt before initiating a Chargeback unless the Transaction is either: <ul style="list-style-type: none"><li>An Unattended Transaction</li><li>A Visa Easy Payment Service Transaction</li></ul>	Interregional including VE

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#### 11.1.25.4 Invalid Chargebacks – Reason Code 81

Table 11-93: Invalid Chargebacks – Reason Code 81

Chargeback Condition	Invalid Chargebacks – Reason Code 81	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>An Emergency Cash Disbursement Transaction</li></ul>	All

## Visa Product and Service Rules

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#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Invalid Chargebacks – Reason Code 81	Country/Region
<b>Chargeback Condition 1, 2</b>	<p>A below-Floor Limit Transaction completed at an Unattended Cardholder-Activated Terminal assigned one of the following MCCs:</p> <ul style="list-style-type: none"> <li>• 4111 (Local and Suburban Passenger Transportation, including Ferries)</li> <li>• 4112 (Passenger Railways)</li> <li>• 4131 (Bus Lines)</li> <li>• 4784 (Tolls and Bridge Fees)</li> <li>• 7523 (Parking Lots and Garages)</li> </ul>	<b>All</b>
<b>Chargeback Condition 1, 2</b>	<ul style="list-style-type: none"> <li>• A Transaction where either of the following was obtained: <ul style="list-style-type: none"> <li>– For a Face-to-Face Environment Transaction, a legible Imprint</li> <li>– For an Unattended Transaction, a legible Imprint and either a PIN or Consumer Device Cardholder Verification Method (CDCVM)</li> </ul> </li> <li>• A Visa Easy Payment Service Transaction</li> </ul>	<b>All excluding VE</b>
<b>Chargeback Condition 1, 2</b>	<ul style="list-style-type: none"> <li>• A Transaction where both of the following were obtained: <ul style="list-style-type: none"> <li>– A legible Imprint</li> <li>– A signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)</li> </ul> </li> <li>• A Magnetic-Stripe or contact Chip Small Ticket Transaction</li> <li>• A Contactless Transaction that qualifies as a Small Ticket Transaction or a Visa Easy Payment Service Transaction</li> </ul>	<b>Interregional including VE</b>
<b>Chargeback Condition 1</b>	<p>An Unattended Transaction that either:</p> <ul style="list-style-type: none"> <li>• Was an Online-authorized Contactless or Chip-initiated Transaction</li> <li>• Both: <ul style="list-style-type: none"> <li>– Originated with a Counterfeit Card</li> <li>– Received an Approval Response that included POS Entry Mode code 05, 07, 90, or 91</li> </ul> </li> </ul>	<b>All</b>
<b>Chargeback Condition 1</b>	<ul style="list-style-type: none"> <li>• A Transaction that: <ul style="list-style-type: none"> <li>– Contains a signature</li> <li>– Meets the criteria for CVV2 to be considered an Imprint, as specified in Section 5.8.4.7, "Card Verification Value 2 (CVV2) as an Imprint – US Region"</li> </ul> </li> <li>• A CPS/Retail Transaction</li> <li>• A Vehicle-Specific Fleet Card Transaction, if an Imprint was obtained</li> </ul>	<b>US Domestic</b>

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### Dispute Resolution

#### Chargebacks and Representments

Chargeback Condition	Invalid Chargebacks – Reason Code 81	Country/Region
Chargeback Condition 2	An Automated Fuel Dispenser Transaction	AP
Chargeback Condition 3	<ul style="list-style-type: none"><li>• A Contactless Transaction</li><li>• A Transaction where both of the following were obtained:<ul style="list-style-type: none"><li>– A legible Imprint</li><li>– PIN</li></ul></li><li>• If the Device is EMV PIN-Compliant and the Transaction was correctly processed</li></ul>	All

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#### 11.1.25.5 Chargeback Processing Requirements – Reason Code 81 (Updated)

Table 11-94: Chargeback Processing Requirements – Reason Code 81

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> <ul style="list-style-type: none"><li>• RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li></ul>	All of the following: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• A Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li><li>• Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li><li>• Certification of the date Fraud Activity was reported through VisaNet</li><li>• Certification of the date the Account Number was listed on the Exception File</li></ul>	All excluding VE

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Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 1</b> <ul style="list-style-type: none"> <li>RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>For a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following: <ul style="list-style-type: none"> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>Certification of the date the Fraud Activity was reported through VisaNet</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul> </li> <li>For a Transaction amount greater than USD 25 (or local currency equivalent), a Cardholder letter denying authorization of or participation in the Transaction</li> </ul>	<b>Interregional including VE</b>
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>NO SUCH CARD</li> <li>FICTITIOUS ACCOUNT NUMBER</li> <li>RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Certification of the date Fraud Activity was reported through VisaNet</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul>	<b>All excluding VE</b>
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>NO SUCH CARD</li> <li>FICTITIOUS ACCOUNT NUMBER</li> <li>RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> </ul>	None required	<b>Interregional including VE</b>

## Visa Product and Service Rules

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### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"> <li>PIN PREFERRING CHIP CARD, DEVICE NON PIN COMP</li> <li>EMV CARD, NON EMV DEVICE</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Issuer certification that the Card was a PIN-Preferring Chip Card</li> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>Certification of the date Fraud Activity was reported through VisaNet using fraud type code 0 (Lost), 1 (Stolen), or 2 (Card not received as issued [NRI])</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul>	All excluding VE
<b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"> <li>PIN PREFERRING CHIP CARD, DEVICE NON PIN COMP</li> <li>EMV CARD, NON EMV DEVICE</li> </ul>	All of the following: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Issuer certification that the Card was a PIN-Preferring Chip Card</li> <li>For a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following: <ul style="list-style-type: none"> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>Certification of the date the Fraud Activity was reported through VisaNet using fraud type code 0 (Lost), 1 (Stolen), or 2 (Card not Received as Issued [NRI])</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul> </li> <li>For a Transaction amount greater than USD 25 (or local currency equivalent), a Cardholder letter denying authorization of or participation in the Transaction</li> </ul>	Interregional including VE

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#### 11.1.25.6 Representment Processing Requirements – Reason Code 81 (Updated)

**Table 11-95: Representment Processing Requirements – Reason Code 81**

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p><b>The Acquirer can remedy the Chargeback</b></p> <p><b>Chargeback Condition 1, 2</b></p> <p>As applicable:</p> <ul style="list-style-type: none"> <li>CVV2, POS XX, ISSUER AUTHD (indicate 00 or 01)</li> <li>AUTH DATE MMDDYY CODE X...X</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> and one of the following:</p> <ul style="list-style-type: none"> <li>Evidence of both: <ul style="list-style-type: none"> <li>A legible Imprint</li> <li>For an Unattended Transaction, PIN or Consumer Device Cardholder Verification Method (CDCVM)</li> </ul> </li> <li>For a below-Floor Limit Transaction, both: <ul style="list-style-type: none"> <li>Internal record or log with explanation of fields to prove that the Transaction was a Magnetic Stripe-read Transaction, a Chip-initiated Transaction, or a Contactless Transaction</li> <li>For an Unattended Transaction, evidence of PIN or CDCVM</li> </ul> </li> <li>For an above-Floor Limit Transaction (except for a US Domestic Transaction) that was key-entered following a Referral Response, both, as applicable: <ul style="list-style-type: none"> <li>Referral Authorization record to prove that the Transaction was a Magnetic Stripe-read Transaction or a Chip-initiated Transaction within 24 hours of the Transaction</li> <li>International Automated Referral Service log</li> </ul> </li> <li><b>Effective for Representments processed on or after 17 October 2015</b> For an Airline Transaction, evidence showing that the Cardholder name is included in the manifest for the departed flight and matches the Cardholder name provided on the purchased itinerary.</li> </ul>	<p><b>All excluding VE</b></p>

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<p>The Acquirer can remedy the Chargeback</p> <p><b>Chargeback Condition 1, 2</b></p> <p>As applicable:</p> <ul style="list-style-type: none"><li>• CVV2, POS XX, ISSUER AUTHD (indicate 00 or 01)</li><li>• AUTH DATE MMDDYY CODE X...X</li></ul> <p>(CONT'D.)</p>	<ul style="list-style-type: none"><li>• <b>Effective for Representments processed on or after 17 October 2015</b> For a Transaction conducted by a digital goods Merchant assigned MCC 5815 (Digital Goods – Media, Books, Movies, Music), 5816 (Games), 5817 (Applications [Excludes Games]) or 5818 (Digital Goods – Large Digital Goods Merchants), all of the following:<ul style="list-style-type: none"><li>– Evidence that the Merchant has been successfully registered into and continues to participate in the Visa Digital Commerce Program</li><li>– Evidence that the Merchant is the owner of the operating system for the subject electronic device</li><li>– Evidence that the account set up on the Merchant's website or application was accessed by the Cardholder and has been successfully verified by the Merchant before or on the Transaction Date</li><li>– Evidence that the disputed Transaction used the same device and Card as any previous Transactions that were not disputed</li><li>– Proof that the device ID number, IP address and geographic location, and name of device (if available) are linked to the Cardholder profile on record at the Merchant</li><li>– Description of the merchandise or services and the date and time goods were purchased and successfully downloaded</li><li>– Customer name linked to the customer profile on record at the Merchant</li><li>– Evidence that the customer password was re-entered on the Merchant's website or application at the time of purchase</li><li>– Evidence that the Merchant validated the Card when the Cardholder first linked the Card to the customer profile on record at the Merchant</li></ul></li></ul>	<p>All excluding VE</p>

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/Region
<p><b>The Acquirer can remedy the Chargeback</b>  <b>Chargeback Condition 1, 2</b>  As applicable:</p> <ul style="list-style-type: none"> <li>• CVV2, POS XX, ISSUER AUTHD (indicate 00 or 01)</li> <li>• AUTH DATE MMDDYY CODE X...X</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> and one of the following:</p> <ul style="list-style-type: none"> <li>• Evidence of a legible Imprint and either: <ul style="list-style-type: none"> <li>– Signature, PIN, or Consumer Device Cardholder Verification Method (CDCVM)</li> <li>– For an Unattended Transaction, PIN or CDCVM</li> </ul> </li> <li>• For a below-Floor Limit Transaction, both: <ul style="list-style-type: none"> <li>– Evidence of signature, PIN, or CDCVM, if applicable</li> <li>– Internal record or log with explanation of fields to prove that the Transaction was a Magnetic Stripe-read Transaction, a Chip-initiated Transaction, or a Contactless Transaction</li> </ul> </li> <li>• For an above-Floor Limit Transaction that was key-entered following a Referral Response, both, as applicable: <ul style="list-style-type: none"> <li>– Referral Authorization record to prove that the Transaction was a Magnetic Stripe-read Transaction or a Chip-initiated Transaction within 24 hours of the Transaction</li> <li>– International Automated Referral Service log</li> </ul> </li> </ul>	<p><b>Interregional including VE</b></p>
<p><b>The Acquirer can remedy the Chargeback</b>  <b>Chargeback Condition 3</b>  As applicable:</p> <ul style="list-style-type: none"> <li>• X...X (Specify the reason)</li> <li>• EMV PIN COMPL DVCE, NON PIN PREF CD</li> <li>• NO PED, MAG STRIPE READ</li> <li>• PIN BYPASS, CVM/IAC FOLLOWED</li> <li>• EXCP FILE NOT LSTD, FRD NOT RPT, ACC NOT CLSD</li> </ul>	<p><i>Visa Resolve Online Questionnaire</i> and one of the following:</p> <ul style="list-style-type: none"> <li>• Evidence of both: <ul style="list-style-type: none"> <li>– A legible Imprint for the Transaction</li> <li>– A PIN</li> </ul> </li> <li>• Evidence that the Transaction was a Contactless Transaction</li> <li>• Other, as applicable</li> </ul>	<p><b>All</b></p>

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## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

#### 11.1.26 Chargeback Reason Code 82 – Duplicate Processing

##### 11.1.26.1 Chargeback Conditions – Reason Code 82

Table 11-96: Chargeback Conditions – Reason Code 82

Condition	Chargeback Conditions – Reason Code 82	Country/Region
1	A single Transaction was processed more than once using the same Account Number	All

ID# 151014-171009-0007659

##### 11.1.26.2 Chargeback Rights and Limitations – Reason Code 82

Table 11-97: Chargeback Rights and Limitations – Reason Code 82

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 82	Country/Region
General	If the Transaction was processed by different Acquirers or Originating Members, the Acquirer or Originating Member that processed the second Transaction is responsible for the Chargeback	All

ID# 151014-171009-0007660

##### 11.1.26.3 Invalid Chargebacks – Reason Code 82

Table 11-98: Invalid Chargebacks – Reason Code 82

Chargeback Condition	Invalid Chargebacks – Reason Code 82	Country/Region
The Chargeback is invalid for any of the following:		
General	<p>A Telephone Service Transaction completed at an Unattended Cardholder-Activated Terminal, if all of the following information is not identical to a previously submitted Transaction:</p> <ul style="list-style-type: none"><li>• Date of call</li><li>• Number of minutes of the call</li><li>• Telephone number called</li><li>• Transaction amount in the Transaction Currency</li></ul>	All excluding US Domestic

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Invalid Chargebacks – Reason Code 82	Country/Region
General	Transactions completed by different Merchants	All
General	An Adjustment of a PIN-Authenticated Visa Debit Transaction	US Domestic

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#### 11.1.26.4 Chargeback Processing Requirements – Reason Code 82

Table 11-99: Chargeback Processing Requirements – Reason Code 82

Chargeback Processing Requirements – Reason Code 82		
Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <ul style="list-style-type: none"><li>TRAN DATE MMDDYY, REF X...X (23- or 24-digit Acquirer Reference Number or applicable Tracing Data)</li></ul>	None required	All

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## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

##### 11.1.26.5 Representment Processing Requirements – Reason Code 82 (Updated)

Table 11-100: Representment Processing Requirements – Reason Code 82

Member Message Text	Supporting Documentation/Certification	Country/ Region
<p>The Acquirer can remedy the Chargeback</p> <p><b>General</b></p> <p><b>Effective for Representments processed through 17 April 2015</b></p> <p>For an ATM Transaction processed more than once, as applicable:</p> <ul style="list-style-type: none"><li>• CASH DISPNS SEQ #XXXXX AND SEQ #XXXXX</li><li>• ACQR CERTS ATM IN BALANCE ON MMDDYY</li></ul> <p><b>Effective for Representments processed on or after 18 April 2015</b></p> <ul style="list-style-type: none"><li>• None required</li></ul>	<ul style="list-style-type: none"><li>• <b>Effective for Representments processed through 17 April 2015</b> For an ATM Transaction, none required</li><li>• <b>Effective for Representments processed on or after 18 April 2015</b> For an ATM Transaction, both:<ul style="list-style-type: none"><li>– <i>Visa Resolve Online Questionnaire</i></li><li>– A copy of the ATM Transaction Record to prove disbursed cash amounts or Load Transaction values. The Transaction Record must be provided with an explanation or key to the data fields in the Transaction Record. The explanation or key must be in English.</li></ul></li><li>• For all other Transactions, <i>Visa Resolve Online Questionnaire</i> and either:<ul style="list-style-type: none"><li>– Two separate signed or imprinted Transaction Receipts or other record to prove that separate Transactions were processed</li><li>– For a Telephone Service Transaction completed at an Unattended Cardholder-Activated Terminal, documentation to demonstrate that the time of the call is different for each Transaction</li></ul></li></ul>	<p><b>Effective for Representments processed through 17 April 2015</b></p> <p><b>All excluding Nigeria Domestic</b></p> <p><b>Effective for Representments processed on or after 18 April 2015</b></p> <p><b>All</b></p>

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/Region
<p><b>The Acquirer can remedy the Chargeback.</b></p> <p><b>General</b></p> <p>For an ATM Transaction processed more than once, as applicable:</p> <ul style="list-style-type: none"><li>CASH DISPNS SEQ #XXXXX AND SEQ #XXXXX</li><li>ACQR CERTS ATM IN BALANCE ON MMDDYY</li></ul>	<ul style="list-style-type: none"><li>For an ATM Transaction, both:<ul style="list-style-type: none"><li>Visa Resolve Online Questionnaire</li><li>A copy of the ATM Transaction Record<sup>1</sup> containing all of the following:<ul style="list-style-type: none"><li>Account Number</li><li>Transaction Date</li><li>Transaction time or sequential number identifying the individual Transaction</li><li>ATM number</li><li>Code indicating whether the Transaction was successful</li></ul></li></ul></li><li>For all other Transactions, Visa Resolve Online Questionnaire and either:<ul style="list-style-type: none"><li>Two separate signed or imprinted Transaction Receipts or other record to prove that separate Transactions were processed</li><li>For a Telephone Service Transaction completed at an Unattended Cardholder-Activated Terminal, documentation to demonstrate that the time of the call is different for each Transaction</li></ul></li></ul>	<p><b>Effective for Representments processed through 17 April 2015</b></p> <p><b>Nigeria Domestic</b></p>
<p><sup>1</sup> The Transaction Record must be provided with an explanation or key to the data fields in the Transaction Record. The explanation or key must be provided in English.</p>		

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### 11.1.27 Chargeback Reason Code 83 – Fraud – Card-Absent Environment

#### 11.1.27.1 Chargeback Conditions – Reason Code 83

Table 11-101: Chargeback Conditions – Reason Code 83

Condition	Chargeback Conditions – Reason Code 83	Country/Region
1	The Cardholder did not authorize or participate in a Transaction conducted in a Card-Absent Environment	All

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Condition	Chargeback Conditions – Reason Code 83	Country/Region
2	A fraudulent Transaction was completed in a Card-Absent Environment using an Account Number for which no valid Card was issued or is outstanding, and no Authorization was obtained.	All

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#### 11.1.27.2 Electronic Commerce Dispute Requirements – Reason Code 83 (Updated)

For a dispute related to an Electronic Commerce Transaction, a Member must comply with the *Verified by Visa Dispute Resolution Guide*.

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#### 11.1.27.3 Chargeback Rights and Limitations – Reason Code 83

Table 11-102: Chargeback Rights and Limitations – Reason Code 83

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 83	Country/Region
General	For a Mail/Phone Order Transaction or an Electronic Commerce Transaction, the Chargeback applies if the Issuer was unable to respond to an Address Verification Service Authorization Request because the Transaction was attempted with a Visa Commercial Card or a Card type where the Cardholder is anonymous.	Canada Domestic
General	The Chargeback applies for Advance Payment Services.	US Domestic
General	<b>Effective for Chargebacks processed through 17 April 2015</b> Before initiating a Chargeback, the Issuer must request a copy of the Transaction Receipt unless the Transaction is one of the following: <ul style="list-style-type: none"><li>• A Mail/Phone Order Transaction</li><li>• An Electronic Commerce Transaction</li><li>• A Recurring Transaction</li></ul>	Interregional including VE

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#### 11.1.27.4 Invalid Chargebacks – Reason Code 83 (Updated)

**Table 11-103: Invalid Chargebacks – Reason Code 83**

Chargeback Condition	Invalid Chargebacks – Reason Code 83	Country/Region
The Chargeback is invalid for any of the following:		
<b>General</b>	<ul style="list-style-type: none"> <li>An Emergency Cash Disbursement</li> <li>A Transaction for which both: <ul style="list-style-type: none"> <li>The CVV2 result code in the Authorization message is U (Issuer not participating in CVV2 program)</li> <li>The CVV2 presence indicator in the Authorization Request is one of the following: <ul style="list-style-type: none"> <li>1 (CVV2 value is present)</li> <li>2 (CVV2 value is on the Card but is illegible)</li> <li>9 (Cardholder states CVV2 is not present on the Card)</li> </ul> </li> </ul> </li> </ul>	<b>All</b>
<b>General</b>	A Transaction authorized through the Emergency Payment Authorization Service	<b>All excluding US Domestic</b>
<b>General</b>	A Transaction for which an Authorization was obtained, if an Address Verification Service Authentication Request was made by the Acquirer and the Issuer is not an Address Verification Service participant	<b>Canada Domestic</b>
<b>General</b>	<ul style="list-style-type: none"> <li>A Mail/Phone Order Transaction or an Electronic Commerce Transaction, if both: <ul style="list-style-type: none"> <li>The merchandise was shipped or delivered, or services were purchased.</li> <li>The Issuer was not a participant in the Address Verification Service on the Transaction Date and the Acquirer received an Address Verification Service response code U.</li> </ul> </li> <li>An Airline or passenger railway Transaction, if either: <ul style="list-style-type: none"> <li>The Issuer response to an Address Verification Service inquiry was Y and tickets were mailed to the Cardholder billing address on the Issuer file.</li> <li>The Issuer was not a participant in the Address Verification Service on the Transaction Date.</li> </ul> </li> </ul>	<b>US Domestic</b>

## Visa Product and Service Rules

Dispute Resolution

### Chargebacks and Representments

Chargeback Condition	Invalid Chargebacks – Reason Code 83	Country/Region
Chargeback Condition 1	<b>Effective for Chargebacks processed through 17 April 2015</b> An Electronic Commerce Transaction for which all of the following: <ul style="list-style-type: none"><li>• The CVV2 presence indicator in the Authorization Request is 1 (CVV2 value is present).</li><li>• The CVV2 results code in the Authorization Request is N (No Match).</li><li>• The Authorization Request was approved.</li></ul>	AP
Chargeback Condition 1	<b>Effective for Chargebacks processed through 17 April 2015</b> A Transaction (excluding a Recurring Transaction) for which both: <ul style="list-style-type: none"><li>• The CVV2 results code in the Authorization message is N (no match).</li><li>• The Authorization Request was approved.</li></ul>	CEMEA
Chargeback Condition 1	<b>Effective for Chargebacks processed on or after 18 April 2015</b> An Electronic Commerce Transaction in which all of the following apply: <ul style="list-style-type: none"><li>• The CVV2 presence indicator in the Authorization Request is 1 (CVV2 value is present).</li><li>• The CVV2 results code in the Authorization message is N (No match).</li><li>• The Authorization Request was approved.</li></ul>	AP CEMEA
Chargeback Condition 2	A Transaction for which an Authorization was obtained	All

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## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

#### 11.1.27.5 Chargeback Processing Requirements – Reason Code 83 (Updated)

**Table 11-104: Chargeback Processing Requirements – Reason Code 83**

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> <li>UNABLE TO AUTHENTICATE RESPONSE</li> <li>AUTHENTICATION DENIAL</li> <li>CAVV AND AUTHENTICATION IDENTIFIER MISSING IN AUTH</li> <li>SEE 3-D SECURE RESPONSE SENT MMDDYY</li> </ul>	<i>Visa Resolve Online Questionnaire</i> and all of the following: <ul style="list-style-type: none"> <li>A Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>Certification of the date Fraud Activity was reported through VisaNet</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul>	<b>All excluding VE</b>
<b>Chargeback Condition 1</b> As applicable: <ul style="list-style-type: none"> <li>RR DATE MMDDYY, if the Transaction Receipt request was not fulfilled</li> <li>UNABLE TO AUTHENTICATE RESPONSE</li> <li>AUTHENTICATION DENIAL</li> <li>CAVV AND AUTHENTICATION IDENTIFIER MISSING IN AUTH</li> <li>SEE 3-D SECURE RESPONSE SENT MMDDYY</li> </ul>	<i>Visa Resolve Online Questionnaire</i> and all of the following: <ul style="list-style-type: none"> <li>For a Transaction amount equal to or less than USD 25 (or local currency equivalent), all of the following: <ul style="list-style-type: none"> <li>Cardholder letter denying authorization of or participation in the Transaction, or certification that the Cardholder denies authorization of or participation in the Transaction</li> <li>Certification of the Card status at the time of the Transaction (for example: lost, stolen, counterfeit)</li> <li>Certification of the date the Fraud Activity was reported through VisaNet</li> <li>Certification of the date the Account Number was listed on the Exception File</li> </ul> </li> <li>For a Transaction amount greater than USD 25 (or local currency equivalent), a Cardholder letter denying authorization or participation in the Transaction</li> </ul>	<b>Interregional including VE</b>

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"><li>• NO SUCH CARD</li><li>• FICTITIOUS ACCOUNT NUMBER</li><li>• RR DATE MMDDYY (if the Transaction Receipt request was not fulfilled)</li></ul>	All of the following: <ul style="list-style-type: none"><li>• <i>Visa Resolve Online Questionnaire</i></li><li>• Certification of the date Fraud Activity was reported through VisaNet</li><li>• Certification of the date the Account Number was listed on the Exception File</li></ul>	All excluding VE
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"><li>• NO SUCH CARD</li><li>• FICTITIOUS ACCOUNT NUMBER</li><li>• RR DATE MMDDYY (if the Transaction Receipt request was not fulfilled)</li></ul>	<i>Visa Resolve Online Questionnaire</i>	Interregional including VE

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#### 11.1.27.6 Representment Rights and Limitations – Reason Code 83

Table 11-105: Representment Rights and Limitations – Reason Code 83

Chargeback Condition	Representment Rights and Limitations – Reason Code 83	Country/Region
<b>General</b>	For a Representment due to an Issuer failing to properly list the Account Number on the Exception File, properly report Fraud Activity, or close an account, the Acquirer must provide information/documentation to support this claim.	All
<b>General</b>	The Acquirer may represent if the Transaction Receipt contains an Electronic Imprint (POS Entry Mode code 02, 05, 07, 90, or 91) or a Manual Imprint.	All excluding VE
<b>General</b>	The Acquirer must not represent a No-Show Transaction related to a Peak-Time car rental reservation	US Domestic

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Representment Rights and Limitations – Reason Code 83	Country/Region
General	The Acquirer may represent if the Transaction Receipt contains both a signature (or a PIN was obtained) and an Electronic Imprint or a Manual Imprint.	Interregional including VE

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#### 11.1.27.7 Representment Processing Requirements – Reason Code 83 (Updated)

Table 11-106: Representment Processing Requirements – Reason Code 83

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"><li>AUTH MMDDYY CODE X...X</li></ul>	<i>Visa Resolve Online Questionnaire</i> and evidence of an Imprint <sup>1</sup> and a signature <sup>2</sup> or PIN	All

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<p><b>The Acquirer can remedy the Chargeback</b></p> <p><b>General</b></p> <ul style="list-style-type: none"><li>AUTH MMDDYY CODE X...X</li></ul>	<p><i>Visa Resolve Online Questionnaire</i> and one of the following, as applicable:</p> <ul style="list-style-type: none"><li>For a Transaction conducted by a Merchant assigned MCC 3000 to 3299 (airlines), 4511 (Airlines and Air Carriers [Not Elsewhere Classified]), or 4722 (Travel Agencies and Tour Operators), all of the following:<ul style="list-style-type: none"><li>Copy of the front of the Card</li><li>Copy of the front and back of a legal document that identifies the Cardholder</li><li>Copy of a voucher or ticket with the passenger's name issued by travel agency and/or airline</li><li>Copy of the debit authorization form with all of the following:<ul style="list-style-type: none"><li>Primary Cardholder's name</li><li>Names of the passenger(s)</li><li>Account number</li><li>Card expiration date</li><li>Primary Cardholder's phone number</li><li>Airline name</li><li>Authorization Code</li><li>Transaction amount</li><li>Installment Transaction count</li><li>Installment Transaction amount</li><li>Airport tax amount</li><li>Date of the debit authorization form</li><li>Cardholder signature (must match Cardholder signature on the signature panel)</li></ul></li></ul></li><li>For a Transaction conducted by a Merchant assigned MCC 5814 (Fast Food Restaurants) or 7922 (Theatrical Producers [Except Motion Pictures] and Ticket Agencies), documentation signed by the Cardholder to prove that the Cardholder received services or merchandise at the agreed location</li></ul>	<p><b>Brazil</b> <b>Domestic</b></p>

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/Region
<p>The Acquirer can remedy the Chargeback</p> <p>General</p> <ul style="list-style-type: none"> <li>AUTH MMDDYY CODE X...X</li> </ul>	<p><b>Effective for Representments processed on or after 17 October 2015</b></p> <p><i>Visa Resolve Online Questionnaire</i> and one of the following:</p> <ul style="list-style-type: none"> <li>For an Airline Transaction, evidence showing that the Cardholder name is included in the manifest for the departed flight and matches the Cardholder name provided on the purchased itinerary.</li> <li>For a Transaction conducted by a digital goods Merchant assigned MCC 5815 (Digital Goods – Media, Books, Movies, Music), 5816 (Games), 5817 (Applications [Excludes Games]) or 5818 (Digital Goods – Large Digital Goods Merchants), all of the following: <ul style="list-style-type: none"> <li>Evidence that the Merchant has been successfully registered into and continues to participate in the Visa Digital Commerce Program</li> <li>Evidence that the Merchant is the owner of the operating system for the subject electronic device</li> <li>Evidence that the account set up on the Merchant's website or application was accessed by the Cardholder and has been successfully verified by the Merchant before or on the Transaction Date</li> <li>Evidence that the disputed Transaction used the same device and Card as any previous Transactions that were not disputed</li> <li>Proof that the device ID number, IP address and geographic location, and name of device (if available) are linked to the Cardholder profile on record at the Merchant</li> <li>Description of the merchandise or services and the date and time goods were purchased and successfully downloaded</li> <li>Customer name linked to the customer profile on record at the Merchant</li> <li>Evidence that the customer password was re-entered on the Merchant's website or application at the time of purchase</li> <li>Evidence that the Merchant validated the Card when the Cardholder first linked the Card to the customer profile on record at the Merchant</li> </ul> </li> </ul>	<p>All excluding VE</p>

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"><li>CVV2 NON MATCH; ISSR AUTH'D; CVV2 CHECKED</li></ul>	As applicable	AP CEMEA
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> <ul style="list-style-type: none"><li>AUTH MMDDYY CODE X...X</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Information to prove that the Transaction was properly authorized</li></ul>	All
<sup>1</sup> A pencil rubbing or photocopy of a Card is not considered a valid Imprint. <sup>2</sup> "Signature on file" notation is not an acceptable signature.		

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### 11.1.28 Chargeback Reason Code 85 – Credit Not Processed

#### 11.1.28.1 Chargeback Conditions – Reason Code 85

Table 11-107: Chargeback Conditions – Reason Code 85

Condition	Chargeback Conditions – Reason Code 85	Country/ Region
1	The Cardholder received a credit or voided Transaction Receipt that was not processed	Interregional including VE
2	All of the following: <ul style="list-style-type: none"><li>The Cardholder returned merchandise, cancelled merchandise, or cancelled services.</li><li>The Merchant did not process a Credit or voided Transaction Receipt.</li><li>The Merchant did not process a credit.</li><li>The Merchant did not properly disclose or did disclose, but did not apply, a limited return or cancellation policy at the time of the Transaction.</li></ul>	All



## Visa Product and Service Rules

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### Visa Core Rules and Visa Product and Service Rules

Condition	Chargeback Conditions – Reason Code 85	Country/Region
3	Both of the following: <ul style="list-style-type: none"><li>The Cardholder cancelled a Timeshare Transaction within 14 calendar days of the contract date or the date the contract or related documents were received</li><li>The Merchant did not process a credit</li></ul>	All
4	Any of the following: <ul style="list-style-type: none"><li>The Cardholder properly cancelled a guaranteed reservation.</li><li>The Cardholder properly cancelled the reservation but was billed for a No-Show Transaction.</li><li>The Merchant or the third-party booking agent did not accept a cancellation or provide a cancellation code.</li></ul>	All
5	For an Advance Deposit Transaction, one of the following: <ul style="list-style-type: none"><li>The Cardholder properly cancelled the Advance Deposit Transaction but the Merchant did not process a credit.</li><li>The Merchant provided alternate accommodations but did not process a credit.</li><li>The Hotel or Cruise Line did not inform the Cardholder of its cancellation policy.</li><li>For a US Domestic Transaction, the Merchant provided alternate accommodations or an alternate vehicle but did not process a credit.</li></ul>	All
6	An Original Credit Transaction (including a Money Transfer Original Credit Transaction) was not accepted because either: <ul style="list-style-type: none"><li>The recipient refused the Original Credit Transaction</li><li>Original Credit Transactions are prohibited by applicable laws or regulations</li></ul>	All
7	The Cardholder properly cancelled an Advance Payment Service Transaction but the Merchant did not process a credit	US Domestic

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#### 11.1.28.2 Minimum Chargeback Amount – Reason Code 85

Effective for Chargebacks processed through 17 April 2015

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Table 11-108: Minimum Chargeback Amount – Reason Code 85

Transaction Type	Minimum Chargeback Amount – Reason Code 85	Country/Region
Chargeback Condition 1, 2, 3, 4, 5 – T&E Transaction	USD 25 or equivalent	All (unless otherwise stated)
	CAD 25	Canada Domestic
	BRL 25	Brazil Domestic <sup>1</sup>
Chargeback Condition 1, 2, 3, 4, 5 – Non-T&E Transaction	CAD 10	Canada Domestic
	BRL 15	Brazil Domestic <sup>1</sup>
<sup>1</sup> Minimum does not apply to Transactions for payment of airport tax.		

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#### 11.1.28.3 Chargeback Rights and Limitations – Reason Code 85

Table 11-109: Chargeback Rights and Limitations – Reason Code 85

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 85	Country/Region
General	<ul style="list-style-type: none"><li>• The Chargeback applies if a "void" or "cancelled" notation appears on the Transaction Receipt.</li><li>• The Chargeback must not exceed the original Transaction amount.</li><li>• If the merchandise was shipped before the Transaction was cancelled, the Cardholder must return the merchandise, if received.</li></ul>	All
Chargeback Condition 2	<ul style="list-style-type: none"><li>• The Chargeback amount is limited to either:<ul style="list-style-type: none"><li>– The value of the unused portion of the cancelled service</li><li>– The value of the returned merchandise</li></ul></li><li>• The Chargeback applies if the returned merchandise is refused by the Merchant.</li></ul>	All
Chargeback Condition 3	The Chargeback applies for a Timeshare Transaction processed with an incorrect MCC.	All

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### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 85	Country/Region
Chargeback Condition 4, 5	<ul style="list-style-type: none"><li>The Chargeback applies if the Cardholder made a reservation within 72 hours of the scheduled arrival date and attempted to cancel the reservation before 6:00 p.m. in the Hotel's time zone, but was billed for a No-Show Transaction.</li><li>The Chargeback applies if a Hotel Merchant or third-party booking agent billed for a No-Show Transaction for more than one night's stay and applicable taxes when a reservation was cancelled or unclaimed.</li></ul>	All

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#### 11.1.28.4 Invalid Chargebacks – Reason Code 85

Table 11-110: Invalid Chargebacks – Reason Code 85

Chargeback Condition	Invalid Chargebacks – Reason Code 85	Country/Region
The Chargeback is invalid for any of the following:		
General	<ul style="list-style-type: none"><li>A dispute regarding the quality of the service rendered or the quality of merchandise, unless a Credit Transaction Receipt is provided</li><li>The Cash-Back portion of a Visa Cash-Back Transaction</li><li>A dispute regarding Value-Added Tax (VAT) unless a Credit Transaction Receipt is provided</li></ul>	All
Chargeback Condition 2	A Transaction in which returned merchandise is held by a customs agency other than the Merchant's country's customs agency	All

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#### 11.1.28.5 Chargeback Time Limit – Reason Code 85

**Table 11-111: Chargeback Time Limit – Reason Code 85**

Chargeback Condition	Chargeback Time Limit – Reason Code 85	Country/Region
<b>Chargeback Condition 1</b>	<p>Before initiating a Chargeback, an Issuer must wait 15 calendar days from the date on the Credit Transaction Receipt. This requirement does not apply if the Credit Transaction Receipt is undated.</p> <p>A Chargeback must be processed no later than 120 calendar days from any of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction Processing Date</li> <li>• The date on the Credit Transaction Receipt</li> <li>• The date of the Cardholder letter, if the Credit Transaction Receipt is undated</li> <li>• The date the Issuer received the Cardholder letter, if both the Credit Transaction Receipt and the Cardholder letter are undated</li> </ul>	<b>Interregional including VE</b>
<b>Chargeback Condition 2</b>	<p>Before initiating a Chargeback, an Issuer must wait 15 calendar days from the date the merchandise was returned.</p> <p>A Chargeback must be processed no later than 120 calendar days from either:</p> <ul style="list-style-type: none"> <li>• The Transaction Processing Date</li> <li>• The date the Cardholder received or expected to receive the merchandise or services</li> </ul>	<b>All</b>
<b>Chargeback Condition 5</b>	<p>120 calendar days from one of the following:</p> <ul style="list-style-type: none"> <li>• The Transaction Processing Date</li> <li>• The date on which the Cardholder properly cancelled the Advance Deposit Transaction, if the Merchant did not process a credit</li> <li>• The scheduled arrival date, if either: <ul style="list-style-type: none"> <li>– The Merchant provided alternate accommodations but did not process a credit.</li> <li>– The Hotel or Cruise Line Merchant did not inform the Cardholder of its cancellation policy.</li> </ul> </li> </ul>	<b>All excluding US Domestic</b>

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Chargeback Time Limit – Reason Code 85	Country/Region
Chargeback Condition 5	120 calendar days from one of the following: <ul style="list-style-type: none"><li>The Transaction Processing Date</li><li>The date on which the Cardholder properly cancelled the Advance Deposit Transaction, if the Merchant did not process a credit</li><li>The scheduled arrival date, if either:<ul style="list-style-type: none"><li>The Merchant provided alternate accommodations or an alternate vehicle but did not process a credit.</li><li>The Hotel or Cruise Line Merchant did not inform the Cardholder of its cancellation policy.</li></ul></li></ul>	US Domestic
Chargeback Condition 6	120 calendar days from the Transaction Processing Date	All
Chargeback Condition 7	120 calendar days from the date on which the Cardholder cancelled the Transaction	US Domestic

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#### 11.1.28.6 Chargeback Processing Requirements – Reason Code 85

Table 11-112: Chargeback Processing Requirements – Reason Code 85

Member Message Text	Supporting Documentation/Certification	Country/Region
Chargeback Condition 1 <ul style="list-style-type: none"><li>CREDIT NOT PROCESSED</li></ul>	<b>Effective for Chargebacks processed through 17 April 2015</b> Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i> stating that the Cardholder attempted to resolve the dispute with the Merchant</li><li>A copy of the Credit Transaction Receipt or voided Transaction Receipt</li></ul> <b>Effective for Chargebacks processed on or after 18 April 2015</b> Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>A copy of the Credit Transaction Receipt or voided Transaction Receipt</li></ul>	Interregional including VE

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>MERCHANDISE RETURNED MMDDYY</li> <li>MERCHANDISE CANCELLED MMDDYY</li> <li>SERVICE CANCELLED MMDDYY</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> stating all of the following: <ul style="list-style-type: none"> <li>The date the merchandise or service was cancelled or returned</li> <li>The name of the shipping company, if applicable</li> <li>The invoice/tracking number, if available</li> <li>The date the Merchant received the merchandise, if available</li> <li>That the Cardholder attempted to resolve the dispute with the Merchant</li> </ul> </li> <li>In lieu of documentation, Issuer certification that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise, if applicable</li> </ul>	All excluding VE
<b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>MERCHANDISE RETURNED MMDDYY</li> <li>MERCHANDISE CANCELLED MMDDYY</li> <li>SERVICE CANCELLED MMDDYY</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i> stating all of the following: <ul style="list-style-type: none"> <li>The date the merchandise or service was cancelled or returned</li> <li>The name of the shipping company, if applicable</li> <li>The invoice/tracking number, if available</li> <li>The date the Merchant received the merchandise, if available</li> <li>That the Cardholder attempted to resolve the dispute with the Merchant</li> </ul> </li> <li>Proof that the Merchant refused the return of merchandise, refused to provide a return merchandise authorization, or informed the Cardholder not to return the merchandise, if applicable</li> </ul>	Interregional including VE

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 3</b> As applicable: <ul style="list-style-type: none"> <li>TIMESHARE CANC MMDDYY &amp; CONTRACT RECEIPT MMDDYY (contract receipt date if applicable)</li> <li><b>Effective for Chargebacks processed through 17 April 2015</b> CH ATTEMPT TO RESOLVE</li> </ul>	None required	All
<b>Chargeback Condition 4</b> As applicable: <ul style="list-style-type: none"> <li>CANC MMDDYY CODE XXXX</li> <li>CH NOT ADVISED OF CANC POLICY</li> <li><b>Effective for Chargebacks processed through 17 April 2015</b> CH ATTEMPT TO RESOLVE</li> </ul>	<i>Visa Resolve Online Questionnaire</i> stating any of the following: <ul style="list-style-type: none"> <li>That the Cardholder properly cancelled the guaranteed reservation and one of the following: <ul style="list-style-type: none"> <li>The Merchant processed a No-Show Transaction.</li> <li>The Merchant did not accept a cancellation or provide a cancellation code.</li> <li>The reservation was made within 72 hours of the scheduled arrival date and canceled before 6:00 p.m. in the Hotel's time zone.</li> </ul> </li> <li>A Hotel or third-party booking agent billed a No-Show Transaction for more than one night's stay.</li> <li>The cancellation code, if available</li> </ul>	All
<b>Chargeback Condition 5</b> As applicable: <ul style="list-style-type: none"> <li>CANC MMDDYY CODE XXXX</li> <li>ALT ACCOMM PROVIDED NO CREDIT ISSUED</li> <li>CH NOT ADVISED OF CANC POLICY</li> <li><b>Effective for Chargebacks processed through 17 April 2015</b> CH ATTEMPT TO RESOLVE</li> </ul>	None required	All excluding US Domestic

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>Chargeback Condition 5, 7</b> As applicable: <ul style="list-style-type: none"><li>CANC MMDDYY CODE XXXX</li><li>CH NOT ADVISED OF CANC POLICY</li><li>DATE CANC MMDDYY</li><li>ALT ACCOMM/VEHICLE PROVIDED NO CREDIT ISSUED</li><li><b>Effective for Chargebacks processed through 17 April 2015</b> CH ATTEMPT TO RESOLVE</li></ul>	None required	US Domestic
<b>Chargeback Condition 6</b> As applicable: <ul style="list-style-type: none"><li>RECIPIENT REFUSES CREDIT</li><li>NOT ALLOWED BY LOCAL LAW</li></ul>	None required	All

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#### 11.1.28.7 Representment Processing Requirements – Reason Code 85

Table 11-113: Representment Processing Requirements – Reason Code 85

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 1</b> <ul style="list-style-type: none"><li>X...X (Specify the reason)</li></ul>	None required	Interregional including VE



## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 2</b> As applicable: <ul style="list-style-type: none"> <li>X...X (Specify the reason)</li> <li>RETURNED MDSE NOT RECEIVED (if applicable)</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>The Transaction Receipt or other records to prove that the Merchant properly disclosed a limited return or cancellation policy at the time of the Transaction, as applicable</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 3</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Documentation to prove that the Transaction was not cancelled within 14 calendar days of the date on the contract or a related document, or the contract receipt date</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 4</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Explanation of why the cancellation code was invalid, if applicable</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 5, 7</b> <ul style="list-style-type: none"> <li>None required</li> </ul>	Both: <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>Documentation to prove that the Cardholder was informed about the cancellation policy (if applicable)</li> </ul>	All
<b>The Acquirer can remedy the Chargeback</b> <b>Chargeback Condition 6</b> <ul style="list-style-type: none"> <li>X...X (Specify the reason)</li> </ul>	None required	All

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## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

#### 11.1.29 Chargeback Reason Code 86 – Paid by Other Means

##### 11.1.29.1 Chargeback Conditions – Reason Code 86

Table 11-114: Chargeback Conditions – Reason Code 86

Condition	Chargeback Conditions – Reason Code 86	Country/Region
1	The Cardholder paid for the same merchandise or service by other means	All

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##### 11.1.29.2 Chargeback Rights and Limitations – Reason Code 86

Table 11-115: Chargeback Rights and Limitations – Reason Code 86

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 86	Country/Region
General	<ul style="list-style-type: none"><li>The Chargeback applies when the contract reflects that the Merchant accepted a voucher issued by a third party as payment for merchandise or for services rendered, and subsequently bills the Cardholder because the Merchant is unable to collect payment from the third party.</li><li>The Chargeback applies when the same Account Number was processed through different payment networks.</li></ul>	All

ID# 151014-171009-0007689

##### 11.1.29.3 Invalid Chargebacks – Reason Code 86

Table 11-116: Invalid Chargebacks – Reason Code 86

Chargeback Condition	Invalid Chargebacks – Reason Code 86	Country/Region
The Chargeback is invalid for any of the following:		

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### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Invalid Chargebacks – Reason Code 86	Country/Region
General	<ul style="list-style-type: none"><li>The initial payment of a Delayed Delivery Transaction if the balance payment is not authorized and the balance was not paid by other means</li><li>Transactions in which payment for services was made to 2 different Merchants, unless there is evidence that the payment was passed from one Merchant to the other (for example: payment from a travel agent to a T&amp;E Merchant)</li></ul>	All

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#### 11.1.29.4 Chargeback Processing Requirements – Reason Code 86

Table 11-117: Chargeback Processing Requirements – Reason Code 86

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	<p>All of the following:</p> <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i> stating that the Cardholder attempted to resolve the dispute with the Merchant, unless prohibited by local laws or regulations</li><li>Proof that the Merchant received payment by other means, including:<ul style="list-style-type: none"><li>The Acquirer Reference Number or other Transaction information, if paid by a Visa Card</li><li>A statement, if paid by another card</li><li>A cash receipt or a copy of the front and back of a cancelled check</li></ul></li><li>If the Merchant billed the Cardholder because the Merchant was unable to collect payment for a voucher received from a third party, evidence that the Merchant accepted the voucher for payment for the merchandise or service (for example: a rental contract showing that the voucher was accepted by the Merchant)</li></ul>	All excluding VE

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	All of the following: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i> stating that the Cardholder attempted to resolve the dispute with the Merchant, unless prohibited by local laws or regulations</li><li>Proof that the Merchant received payment by other means, including:<ul style="list-style-type: none"><li>A statement, if paid by another card</li><li>A cash receipt or a copy of the front and back of a cancelled check</li></ul></li><li>If the Merchant billed the Cardholder because the Merchant was unable to collect payment for a voucher received from a third party, evidence that the Merchant accepted the voucher for payment for the merchandise or service (for example: a rental contract showing that the voucher was accepted by the Merchant)</li></ul>	Interregional including VE

ID# 151014-171009-0007692

#### 11.1.29.5 Representment Processing Requirements – Reason Code 86

Table 11-118: Representment Processing Requirements – Reason Code 86

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"><li>None required</li></ul>	Both: <ul style="list-style-type: none"><li><i>Visa Resolve Online Questionnaire</i></li><li>Documentation to prove that the Merchant did not receive payment by other means for the same merchandise or service</li></ul>	All

ID# 151014-171009-0007694

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

### 11.1.30 Chargeback Reason Code 90 – Non-Receipt of Cash or Load Transaction Value at ATM

#### 11.1.30.1 Chargeback Conditions – Reason Code 90

Table 11-119: Chargeback Conditions – Reason Code 90

Condition	Chargeback Conditions – Reason Code 90	Country/Region
1	The Cardholder participated in the Transaction and did not receive cash or Load Transaction value, or received a partial amount.	All

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#### 11.1.30.2 Minimum Chargeback Amount – Reason Code 90

Effective for Chargebacks processed through 17 April 2015

Table 11-120: Minimum Chargeback Amount – Reason Code 90

Transaction Type	Minimum Chargeback Amount – Reason Code 90	Country/Region
General	CAD 10	Canada Domestic
	BRL 15	Brazil Domestic

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#### 11.1.30.3 Chargeback Rights and Limitations – Reason Code 90

Table 11-121: Chargeback Rights and Limitations – Reason Code 90

Chargeback Condition	Chargeback Rights and Limitations – Reason Code 90	Country/Region
General	The Chargeback is limited to the amount not received	All

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## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

##### 11.1.30.4 Invalid Chargebacks – Reason Code 90

Table 11-122: Invalid Chargebacks – Reason Code 90

Chargeback Condition	Invalid Chargebacks – Reason Code 90	Country/Region
The Chargeback is invalid for any of the following:		
General	The Chargeback is invalid if the Cardholder states that the Transaction was fraudulent or the Transaction was processed more than once	All

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##### 11.1.30.5 Chargeback Processing Requirements – Reason Code 90

Table 11-123: Chargeback Processing Requirements – Reason Code 90

Member Message Text	Supporting Documentation/Certification	Country/Region
General As applicable: <ul style="list-style-type: none"><li>CASH/VALUE NOT RECEIVED</li><li>CASH/VALUE AMT \$XXXX RECD \$XXXX</li></ul>	None required	All

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## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

#### 11.1.30.6 Representment Processing Requirements – Reason Code 90 (Updated)

Table 11-124: Representment Processing Requirements – Reason Code 90

Member Message Text	Supporting Documentation/Certification	Country/Region
<p><b>The Acquirer can remedy the Chargeback</b></p> <p><b>General</b></p> <p><b>Effective for Representments processed through 17 April 2015</b></p> <p>As applicable:</p> <ul style="list-style-type: none"> <li>TX TIME HH:MM, SEQ #XXXXX, AMT DISPNS \$XXX.XX</li> <li>ACQR CERTS ATM IN BALANCE ON MMDDYY</li> </ul> <p><b>Effective for Representments processed on or after 18 April 2015</b></p> <ul style="list-style-type: none"> <li>X...X (Specify the reason)</li> </ul>	<p><b>Effective for Representments processed through 17 April 2015</b></p> <p>None required</p> <p><b>Effective for Representments processed on or after 18 April 2015</b></p> <p>Both:</p> <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>A copy of the ATM Transaction Record to prove the disbursed cash amount or Load Transaction value. The Transaction Record must be provided with an explanation or key to the data fields in the Transaction Record. The explanation or key must be in English.</li> </ul>	<p><b>Effective for Representments processed through 17 April 2015</b></p> <p><b>All excluding Nigeria Domestic</b></p> <p><b>Effective for Representments processed on or after 18 April 2015</b></p> <p><b>All</b></p>
<p><b>The Acquirer can remedy the Chargeback.</b></p> <p><b>General</b></p> <p>As applicable:</p> <ul style="list-style-type: none"> <li>TX TIME HH:MM, SEQ #XXXXX, AMT DISPNS \$XXX.XX</li> <li>ACQR CERTS ATM IN BALANCE ON MMDDYY</li> </ul>	<p>Both:</p> <ul style="list-style-type: none"> <li><i>Visa Resolve Online Questionnaire</i></li> <li>A copy of the ATM Transaction Record<sup>1</sup> containing all of the following: <ul style="list-style-type: none"> <li>Account Number</li> <li>Transaction Date</li> <li>Transaction time or sequential number identifying the individual Transaction</li> <li>ATM number</li> <li>Code indicating whether the Transaction was successful</li> </ul> </li> </ul>	<p><b>Effective for Representments processed through 17 April 2015</b></p> <p><b>Nigeria Domestic</b></p>
<p><sup>1</sup> The Transaction Record must be provided with an explanation or key to the data fields in the Transaction Record. The explanation or key must be provided in English.</p>		

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## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

#### 11.1.31 Chargeback Reason Code 93 – Merchant Fraud Performance Program

##### 11.1.31.1 Chargeback Conditions – Reason Code 93

Table 11-125: Chargeback Conditions – Reason Code 93

Condition	Chargeback Conditions – Reason Code 93	Country/Region
1	Visa notified the Issuer that the Transaction was identified by the Merchant Fraud Performance Program and the Issuer has not successfully charged back the Transaction under another reason code	All excluding US Domestic

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##### 11.1.31.2 Minimum Chargeback Amount – Reason Code 93

Effective for Chargebacks processed through 17 April 2015

Table 11-126: Minimum Chargeback Amount – Reason Code 93

Transaction Type	Minimum Chargeback Amount – Reason Code 93	Country/Region
T&E Transaction	CAD 25	Canada Domestic
	BRL 25	Brazil Domestic <sup>1</sup>
All Other Transactions	CAD 10	Canada Domestic
	BRL 15	Brazil Domestic <sup>1</sup>

<sup>1</sup> Minimum does not apply to Transactions for payment of airport tax.

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##### 11.1.31.3 Invalid Chargebacks – Reason Code 93

Table 11-127: Invalid Chargebacks – Reason Code 93

Chargeback Condition	Invalid Chargebacks – Reason Code 93	Country/Region
The Chargeback is invalid for any of the following:		



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### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Chargeback Condition	Invalid Chargebacks – Reason Code 93	Country/Region
General	The Chargeback is invalid for an Emergency Cash Disbursement.	All excluding US Domestic

ID# 151014-171009-0007706

#### 11.1.31.4 Chargeback Time Limit – Reason Code 93

Table 11-128: Chargeback Time Limit – Reason Code 93

Chargeback Condition	Chargeback Time Limit – Reason Code 93	Country/Region
General	120 calendar days from the date of the identification by the Merchant Fraud Performance Program	All excluding US Domestic

ID# 151014-171009-0007707

#### 11.1.31.5 Chargeback Processing Requirements – Reason Code 93

Table 11-129: Chargeback Processing Requirements – Reason Code 93

Member Message Text	Supporting Documentation/Certification	Country/Region
General <ul style="list-style-type: none"><li>MFP RPT DT MMDDYY</li></ul>	None required	<b>Effective for Chargebacks processed through 17 April 2015</b> All excluding US Domestic and AP <b>Effective for chargebacks processed on or after 18 April 2015</b> All excluding US Domestic

## Visa Product and Service Rules

### Dispute Resolution

#### Chargebacks and Representments

Member Message Text	Supporting Documentation/Certification	Country/ Region
<b>Effective for Chargebacks processed through 17 April 2015</b> <b>General</b> <ul style="list-style-type: none"><li>MFP RPT DT MMDDYY</li></ul>	<b>Effective for Chargebacks processed through 17 April 2015</b> For a Counterfeit Card Transaction, <i>Visa Resolve Online Questionnaire</i> stating that: <ul style="list-style-type: none"><li>The Issuer was a participant in the Card Verification Service at the time of the Transaction.</li><li>The Card was encoded with the Card Verification Value.</li><li>The Issuer did not approve an Authorization Request in which the Card Verification Value was invalid or failed verification.</li></ul>	<b>Effective for Chargebacks processed through 17 April 2015</b> <b>AP</b>

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#### 11.1.31.6 Representment Rights and Limitations – Reason Code 93

##### Effective for Chargebacks processed through 17 April 2015

Table 11-130: Representment Rights and Limitations – Reason Code 93

Chargeback Condition	Representment Rights and Limitations – Reason Code 93	Country/ Region
<b>General</b>	An Acquirer may represent if all of the following: <ul style="list-style-type: none"><li>The Transaction originated at a Zero Floor Limit Merchant Outlet through a Magnetic-Stripe Terminal capable of reading the Card Verification Value.</li><li>A value of 90 was present in field 22 of the Transaction generation method indicator field.</li><li>The Issuer approved an invalid Card Verification Value response</li></ul>	<b>AP</b>

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## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

##### 11.1.31.7 Representment Processing Requirements – Reason Code 93

Table 11-131: Representment Processing Requirements – Reason Code 93

Member Message Text	Supporting Documentation/Certification	Country/Region
<b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"><li>PREV CB MMDDYY RC XX</li></ul>	None required	All excluding US Domestic
<b>Effective for Chargebacks processed through 17 April 2015</b> <b>The Acquirer can remedy the Chargeback</b> <b>General</b> <ul style="list-style-type: none"><li>PREV CB MMDDYY RC XX</li></ul>	<b>Effective for Chargebacks processed through 17 April 2015</b> The Acquirer must provide the Issuer with a copy of the Authorization log documenting the invalid Card Verification Value response	<b>Effective for Chargebacks processed through 17 April 2015</b> AP

ID# 151014-171009-0007711

## 11.2 Arbitration and Compliance

### 11.2.1 Pre-Arbitration

#### 11.2.1.1 Pre-Arbitration Filing Requirements (Updated)

Before filing for Arbitration, a Member must make a pre-Arbitration attempt for any of the conditions specified as follows:

Table 11-132: Pre-Arbitration Conditions and Certification Requirements

Pre-Arbitration Condition	Certification Requirement
New documentation or information is being provided to the opposing Member about the dispute.	Not applicable

## Visa Product and Service Rules

### Dispute Resolution

#### Arbitration and Compliance

Pre-Arbitration Condition	Certification Requirement
The Acquirer represented with Compelling Evidence.	<p><b>Effective for Representments processed through 16 October 2015</b></p> <p>The Issuer must certify that it attempted to contact the Cardholder to review the Compelling Evidence.</p> <p><b>Effective for Representments processed on or after 17 October 2015</b></p> <p>The Issuer is required to both:</p> <ul style="list-style-type: none"><li>• Certify that it has contacted the Cardholder to review the Compelling Evidence<sup>1</sup></li><li>• Provide an explanation of why the Cardholder continues to dispute the Transaction</li></ul> <p><b>Effective for Representments processed on or after 17 October 2015</b></p> <p>For Transactions not involving Members in the Visa Europe Territory, for reason codes 81 or 83, the Issuer must either:</p> <ul style="list-style-type: none"><li>• Certify that it has contacted the Cardholder to review the Compelling Evidence and provide an explanation of why the Cardholder continues to dispute the Transaction</li><li>• Certify that the name and address supplied does not match the Cardholder name and address</li></ul>
The Issuer changes the reason code for the dispute after the Representment was processed.	Not applicable
The Acquirer provided evidence that the Cardholder no longer disputes the Transaction.	The Issuer must certify that the Cardholder still disputes the Transaction.
<p><b>Effective for Representments processed through 17 April 2015</b></p> <p>An ATM Transaction Record is required.<sup>2</sup></p>	<p><b>Effective for Representments processed through 17 April 2015</b></p> <p>The Issuer must certify that the ATM Transaction Record is required either:</p> <ul style="list-style-type: none"><li>• By the Cardholder</li><li>• For legal or insurance purposes</li></ul>
<p><sup>1</sup> For Transactions not involving Members in the Visa Europe Territory; excludes reason codes 81 and 83</p> <p><sup>2</sup> This does not apply to Nigeria Domestic Transactions.</p>	

ID# 150415-171009-0002878

#### 11.2.1.2 Pre-Arbitration Response – ATM Disputes (Updated)

##### Effective for Representments processed through 17 April 2015

For an ATM Transaction, an Acquirer that receives a pre-Arbitration attempt must supply a copy of the ATM Cash Disbursement Transaction Record containing all of the following:<sup>1</sup>

- Account Number
- Transaction Date
- Transaction time or sequential number identifying the individual Transaction
- ATM number
- Disbursed cash amount/Load Transaction value
- Code indicating that the Transaction was successful and the full amount was disbursed

The Acquirer must provide, in English, an explanation or key to the data fields contained in the Transaction Record.

<sup>1</sup> This does not apply to Nigeria Domestic Transactions.

ID# 150415-171009-0001444

#### 11.2.1.3 Pre-Arbitration Time Limits

A Member must not exceed the time limits specified for pre-Arbitration, as follows:

**Table 11-133: Pre-Arbitration Time Limits**

Process Step	Time Limit
Make pre-Arbitration attempt	Within 29 calendar days from the Representment Processing Date
<ul style="list-style-type: none"> <li>• Reply to pre-Arbitration attempt</li> <li>• Accept financial responsibility and credit requesting Member for the last amount received</li> </ul>	30 calendar days from the pre-Arbitration attempt date

ID# 190215-151014-0028023

### 11.2.2 Arbitration

#### 11.2.2.1 Arbitration Filing Conditions

A Member may file for Arbitration when one of the following occurs:

- The Chargeback and Representment cycle has been completed and the Member has not been able to resolve the dispute.
- An opposing Member has not followed the required steps of a Chargeback or Representment.
- An opposing Member does not accept financial responsibility for a disputed Transaction within 30 calendar days of a pre-Arbitration attempt.

ID# 151014-171009-0002604

#### 11.2.2.2 Arbitration Filing Authority

An Arbitration request must be filed with either:

- The requesting Member's Group Member
- Visa

If the Group Member determines that a request is invalid, it must return the request to the requesting Member. The requesting Member must not seek recourse with Visa.

ID# 151014-171009-0001421

#### 11.2.2.3 Arbitration Time Limits

A Member must not exceed the time limits specified for Arbitration, as follows:

**Table 11-134: Arbitration Time Limits**

Process Step	Time Limit
File Arbitration case (without pre-Arbitration attempt)	Acquirer: 30 calendar days from the Chargeback Processing Date Issuer: 30 calendar days from the Representment Processing Date

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Process Step	Time Limit
File Arbitration case (following pre-Arbitration attempt)	Acquirer: 60 calendar days <sup>1</sup> from the Chargeback Processing Date Issuer: 60 calendar days <sup>1</sup> from the Representment Processing Date
<ul style="list-style-type: none"><li>• Reply</li><li>• Withdraw case</li><li>• Accept financial responsibility</li></ul>	<b>Effective for Arbitration cases filed through 17 April 2015</b> 14 calendar days from the Visa acknowledgement date <b>Effective for Arbitration cases filed on or after 18 April 2015</b> 7 calendar days from the Visa acknowledgement date
Collect disputed amount from the responsible Member	60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee
<sup>1</sup> Plus 30 calendar days for a Group Member	

ID# 151014-151014-0028024

#### 11.2.2.4 Documentation Required for Arbitration

When seeking Arbitration, a Member must provide, in English, the information required in the *Visa Resolve Online Questionnaire* for each Transaction, and all relevant supporting documentation.

A Member must not submit documentation or information to Visa that was not previously submitted to the opposing Member.

ID# 151014-171009-0001424

#### 11.2.2.5 Use of V.I.P. System Authorization System Records in Arbitration

If the Issuer's and Acquirer's Authorization records for a Transaction do not match, the V.I.P. System Authorization record prevails at Arbitration.

ID# 151014-151014-0028025

### 11.2.2.6 Liability for Currency Fluctuation

The filing Member is liable for any difference due to currency fluctuation between the amount originally presented and the Chargeback or Representment amount.

ID# 151014-171009-0007036

### 11.2.3 Compliance

#### 11.2.3.1 Compliance Filing Conditions

Unless otherwise specified, a Member may file for Compliance if all of the following occur:

- A violation of the Visa Rules occurred that is not related to an Account Data Compromise Event.
- The Member has no Chargeback or Representment right.
- The Member incurred or will incur a financial loss as a direct result of the violation.<sup>1</sup>
- The Member would not have incurred the financial loss had the violation not occurred.<sup>1</sup>
- The Member made a pre-Compliance attempt to resolve the dispute with the opposing Member and the opposing Member does not accept financial liability.

The pre-Compliance attempt must include all of the following:

- Planned Compliance filing date
- All pertinent documentation
- Specific violation of the Visa Rules

<sup>1</sup> This does not apply to a US Credit Card Surcharge violation, as specified in Section 11.2.3.5, "Compliance Right for Improperly Assessed Surcharge – US Region and US Territories."

ID# 151014-171009-0001455

#### 11.2.3.2 Data Compromise Recovery

A violation involving failure to comply with the PIN Management Requirements Documents, *Visa PIN Security Program Guide*, or Payment Card Industry Data Security Standard (PCI DSS) that could allow a compromise of Magnetic-Stripe Data is not resolved through the Compliance process. Such violations are resolved through the Global Compromised Account Recovery program.

ID# 151014-010410-0026001



#### 11.2.3.3 Compliance Filing Authority

A Compliance request must be filed with either:

- The requesting Member's Group Member
- Visa

If the Group Member determines that a request is invalid, it must return the request to the requesting Member. The requesting Member must not seek recourse with Visa.

ID# 151014-171009-0001475

#### 11.2.3.4 Compliance Conditions and Required Documentation (Updated)

When seeking Compliance, a Member must provide all of the following, in English:

- The information required in the *Visa Resolve Online Questionnaire* for each Transaction
- Documentation substantiating that a financial loss would not have resulted if the violation had not occurred
- If applicable, the documentation shown in the tables in this section
- Other relevant supporting documentation

A Member must not submit documentation or information to Visa that was not previously submitted to the opposing Member.

**Table 11-135: Chargeback Reduction Service Returned Valid Chargeback or Representment for Invalid Data**

<b>Compliance Condition</b>
The Chargeback Reduction Service returned a valid Chargeback or Representment resulting from a Member transmitting invalid data.
<b>Required Documentation</b>
Both: <ul style="list-style-type: none"> <li>• Evidence of incorrect or invalid data</li> <li>• Evidence that the Member was able to meet Chargeback or Representment conditions</li> </ul>

**Table 11-136: Chargeback Reduction Service Returned Transaction with Valid Authorization**

<b>Compliance Condition</b>
The Chargeback Reduction Service returned a Transaction with a valid Authorization.
<b>Required Documentation</b>

## Visa Product and Service Rules

### Dispute Resolution

#### Arbitration and Compliance

All of the following:

- The Transaction Receipt
- Proof that the Transaction received an Authorization
- Evidence of the Chargeback Reduction Service return

**Table 11-137: Visa Reservation Service**

Compliance Condition
<p>A Cardholder made a reservation at a Merchant participating in the Visa Reservation Service<sup>1</sup> and one of the following:</p> <ul style="list-style-type: none"><li>• The Merchant provided alternate accommodations or vehicle but the Cardholder was charged for the Transaction.</li><li>• A No-Show Transaction amount was different than that quoted to the Cardholder.</li><li>• The Merchant did not inform the Cardholder of the exact Merchant Outlet location. The Cardholder used and paid for the accommodations or car rental at another outlet of that Merchant.</li></ul> <p><sup>1</sup> Including a US domestic Peak Time reservation Transaction.</p>
Required Documentation
<p>As applicable:</p> <ul style="list-style-type: none"><li>• Cardholder letter confirming the check-in date or car rental date, Merchant Outlet, and location of the alternate accommodations or vehicle. For a US Domestic Transaction, the Issuer may provide certification in lieu of the Cardholder letter.</li><li>• Written confirmation copy with the quoted rates</li><li>• Payment receipt copy for other Merchant Outlet</li></ul>






**Table 11-138: Unauthorized Signature**

Compliance Condition
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## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

A Cardholder's account was charged for a Transaction and all of the following:

- The Cardholder denies authorizing or participating in the Transaction.
- The Card that was lost or stolen, and recovered, was used in the disputed Transaction.
- The first initial of the first name or the last name of the signature on the Transaction Receipt is not spelled the same as the signature on the Card signature panel.
- The Transaction was not one of the following:
  - Vehicle-Specific Fleet Card Transaction
  - Emergency Cash Disbursement
  - Priority Check-out Transaction
  - Transaction using a Contactless Device that is not a standard plastic Card

#### Required Documentation

- Cardholder letter denying authorization and participation in the Transaction
- Issuer certification, completed *Visa Resolve Online Questionnaire*, or *Unauthorized Signature – Issuer Certification (Exhibit 2G)*, stating that the recovered Card signature panel was unaltered and describing the Card recovery circumstances
- Transaction Receipt
- Copy of the front and back of the recovered Card

**Table 11-140: Cardholder Letter Required for Legal Purposes**

#### Compliance Condition

An Acquirer or Merchant requires a signed Cardholder letter for legal proceedings, for a law enforcement investigation, or if required by applicable laws or regulations. This Compliance right does not apply to Transactions involving Issuers or Acquirers in the Visa Europe Territory that are greater than USD 25 (or local currency equivalent).

#### Required Documentation

Either:

- Evidence that the signed Cardholder letter is required for legal proceedings (for example: court order or subpoena)
- Acquirer certification that the signed Cardholder letter is required by applicable laws or regulations or for a law enforcement investigation

**Table 11-141: Copy of Transaction Receipt for Legal Proceeding, Law Enforcement Investigation, or Issuer Investigation**

#### Compliance Condition

## Visa Product and Service Rules

### Dispute Resolution

#### Arbitration and Compliance

An Issuer or a Cardholder requires a copy of the Transaction Receipt for legal proceedings or a law enforcement investigation and the Retrieval Request was made within 13 months of the Transaction Processing Date.

For a Transaction not involving a Member in the Visa Europe Territory, an Issuer or Cardholder requires a copy of the Transaction Receipt for an Issuer investigation and the Retrieval Request was made within 13 months of the Transaction Processing Date.

#### Required Documentation

For a Transaction involving a Member in the Visa Europe Territory, both:

- Evidence that the Transaction Receipt is required for legal proceedings (for example: court order or subpoena)
- A written statement from the Issuer stating that the Transaction Receipt is required for a law enforcement investigation

For a Transaction not involving a Member in the Visa Europe Territory, both:

- Evidence that the Transaction Receipt is required for legal proceedings (for example: court order or subpoena) or for a law enforcement investigation
- For the purpose of an investigation by the Issuer, certification from the Issuer stating that a signed Transaction Receipt is needed in order to respond to Cardholder escalation

**Table 11-142: Authorization Obtained Using Incorrect Data – US Region**

#### Compliance Condition

An Authorization was obtained with invalid or incorrect data and the Issuer attempted a valid Chargeback that was returned. When an Issuer's and Acquirer's records differ, the V.I.P. System records prevail.

#### Required Documentation

Copy of the Authorization log and Transaction Receipt to support the discrepancy

**Table 11-143: Electronic Commerce Transaction**

#### Compliance Condition

A Cardholder requires additional information about an Electronic Commerce Transaction coded with ECI value 6 and both:

- The Cardholder did not assert that the Transaction was fraudulent.
- The Acquirer did not respond to the Retrieval Request with a Fulfillment or responded with a Nonfulfillment Message code 03 or 04.

This condition does not apply to a US Domestic Transaction.

#### Required Documentation

Cardholder letter requesting additional information about the Transaction

ID# 150415-151014-0028027

##### 11.2.3.5 Compliance Right for Improperly Assessed Surcharge – US Region and US Territories

A Member may file for Compliance if a Merchant in the US Region or in a US Territory assessed a US Credit Card Surcharge under one of the following conditions:

- US Credit Card Surcharge amount exceeds the applicable US Credit Card Surcharge amount as specified in Section 5.6.1.4, "US Credit Card Surcharge Maximum Amount – US Region and US Territories"
- US Credit Card Surcharge was assessed on a Transaction in a manner that does not comply with Section 5.6.1.2, "Similar Treatment of Visa Transactions – US Region and US Territories"
- US Credit Card Surcharge was assessed on a Transaction type where surcharging is not permitted
- US Credit Card Surcharge was assessed by a third party
- US Credit Card Surcharge was not disclosed as specified in Section 5.6.1.5, "US Credit Card Surcharge Disclosure Requirements – US Region and US Territories"
- US Credit Card Surcharge amount did not appear on the Transaction Receipt as specified in Section 5.10.3.3, "Required Transaction Receipt Content for Specific Transaction Types"
- US Credit Card Surcharge amount was not refunded as specified in Section 1.5.4.16, "Credit Refund Requirements"
- For a Dynamic Currency Conversion Transaction, US Credit Card Surcharge amount was not included in the conversion
- Convenience Fee, Service Fee, currency conversion fee, commission, or Wire Transfer Money Order service fee was applied on a Transaction that included a US Credit Card Surcharge

The Member must only request Compliance for the US Credit Card Surcharge amount.

The Member is not required to have incurred a financial loss as a direct result of the violation. If the Issuer has billed the Transaction that included the US Credit Card Surcharge to the Cardholder, the Issuer must credit the Cardholder for the US Credit Card Surcharge amount.

A Member must not file Compliance if the Merchant properly assessed a US Credit Card Surcharge as permitted in Section 5.6.1, "Surcharges – Allowances, Requirements, Restrictions, Amounts, and Disclosures."

ID# 151014-270113-0027549

##### 11.2.3.6 Pre-Compliance and Compliance Time Limits

A Member must not exceed the time limits specified for pre-Compliance, as follows:

## Visa Product and Service Rules

### Dispute Resolution

#### Arbitration and Compliance

**Table 11-145: Pre-Compliance Time Limits**

Process Step	Time Limit
Make pre-Compliance Attempt	At least 30 calendar days before filing for Compliance
Accept financial responsibility and credit requesting Member	30 calendar days from the pre-Compliance attempt date

A Member must not exceed the time limits specified for Compliance, as follows:

**Table 11-146: Compliance Time Limits**

Process Step	Time Limit
Make Compliance attempt	No less than 30 calendar days from the date of the pre-Compliance attempt
Filing for a Transaction not involving a fraudulent credit	90 calendar days <sup>1</sup> from either: <ul style="list-style-type: none"><li>Processing Date</li><li>Date the Member discovered that a violation occurred (not to exceed 2 years from the Transaction Date), if no evidence of the violation was previously available to the Member</li></ul>
Filing for a Transaction involving a fraudulent credit	90 calendar days <sup>1</sup> from the later of either: <ul style="list-style-type: none"><li>Processing Date of credit Reversal</li><li>Processing Date of the fraudulent sale or ATM Cash Disbursement</li></ul>
Filing for other violations	90 calendar days <sup>1</sup> from the violation date. If the requesting Member does not meet the allowed time limits, it loses its Compliance right and is financially liable for the Transaction.
<ul style="list-style-type: none"><li>Reply</li><li>Withdraw case</li><li>Accept financial responsibility</li></ul>	<b>Effective for Compliance cases filed through 17 April 2015</b> 14 calendar days from the Visa acknowledgement date <b>Effective for Compliance cases filed on or after 18 April 2015</b> 7 calendar days from the Visa acknowledgement date
Collect disputed amount from the responsible Member	60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee

## Visa Product and Service Rules

### Dispute Resolution

#### Visa Core Rules and Visa Product and Service Rules

Process Step	Time Limit
File an appeal	60 calendar days from the Notification date of the decision by the Arbitration and Compliance Committee
<sup>1</sup> Plus 30 calendar days for a Group Member	

ID# 150415-131012-0003651

#### 11.2.3.7 Use of V.I.P. System Authorization System Records in Compliance

If the Issuer's and Acquirer's Authorization records for a Transaction do not match, the V.I.P. System Authorization record prevails in Compliance.

ID# 151014-151014-0028026

#### 11.2.4 Appeals

##### 11.2.4.1 Conditions for an Appeal to the Arbitration and Compliance Committee (Updated)

A Member may appeal a decision by the Arbitration and Compliance Committee only if both:

- The Member can provide new evidence not previously available at the time the original case was filed.
- The disputed amount is at least USD 5,000 (or local currency equivalent).

ID# 150415-171009-0003187

##### 11.2.4.2 Appeal Time Limit

The adversely affected Member must file any appeal within 60 calendar days of the Notification date of the decision by the Arbitration and Compliance Committee.

ID# 151014-171009-0002998

### 11.2.4.3 Appeal Filing Fee

The requesting Member must not collect the filing fee from the opposing Member if the original decision is reversed.

ID# 151014-171009-0003189



## 12 Fees and Non-Compliance Assessments

### 12.1 Licensing and Numerics Management – Non-Compliance Assessments

#### 12.1.1 Acquirer Licensing

##### 12.1.1.1 Non-Compliance Assessment for Associate Member Merchant Acquiring in Russia – CEMEA Region

In the CEMEA Region, a Russia Principal Member that permits an acquiring agent to acquire Merchant Transactions without a Sponsored Merchant Acquiring License will be subject to a non-compliance assessment of USD 20,000 for every 6 months or portion thereof, for each agent that fails to obtain a Sponsored Merchant Acquiring License.

ID# 151014-010410-0024131

### 12.2 Issuance Non-Compliance Assessments

#### 12.2.1 Fraud Activity Reporting Non-Compliance Assessments

##### 12.2.1.1 Issuer Fraud Activity Reporting Non-Compliance Assessments

If an Issuer does not comply with the fraud reporting requirements specified in Section 1.10.4.5, "Issuer Fraud Activity Reporting," the Issuer is subject to non-compliance assessments, as follows:

**Table 12-1: Non-Compliance Assessments for Failure to Report Fraud**

Occurrence	Warning Letter	Suspension of Fraud Chargeback Rights <sup>1</sup>	Non-Compliance Assessment (Minimum Amount)	Onsite Member Audit
First	Yes	Not applicable	USD 0	Not applicable
Second	Yes	Not applicable	USD 0	Not applicable
Third	Not applicable	90 calendar days	USD 25,000	Not applicable
Fourth	Not applicable	180 calendar days	USD 25,000	Yes

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Issuance Non-Compliance Assessments

Occurrence	Warning Letter	Suspension of Fraud Chargeback Rights <sup>1</sup>	Non-Compliance Assessment (Minimum Amount)	Onsite Member Audit
Fifth	Not applicable	Indefinite until compliance achieved	Visa decision based on reevaluation	Not applicable

<sup>1</sup> Chargeback reason codes will be determined by Visa.

ID# 151014-151014-0028308

#### 12.2.1.2 Chip Interoperability Compliance Program Non-Compliance Assessments

A Member is subject to the non-compliance assessments specified in Table 12-2, "Member Non-Compliance Assessments for the Chip Interoperability Compliance Program," if Visa determines that the Member or its agent has violated the Chip Interoperability Compliance Program by failing to either:

- Establish and commit to an agreed Chip interoperability resolution plan
- Make satisfactory progress toward an agreed Chip interoperability resolution plan

**Table 12-2: Member Non-Compliance Assessments for Non-Compliance with the Chip Interoperability Compliance Program**

Violation	Month	Visa Action, Notification, or Non-Compliance Assessment
Initial identification and confirmation of a violation	Month 1	Member receives Notification that Visa will take action if the situation is not addressed to the satisfaction of Visa within 30 calendar days
Unaddressed violation	Month 2	Visa discontinues any Member incentives associated with deployment of products that have been identified as contributors to interoperability problems. Visa may also suspend other incentives. Visa issues a second Notification that non-compliance assessments may apply if the situation is not corrected to the satisfaction of Visa within 60 calendar days of the second Notification.
Unaddressed violation	Months 4-5	Member is assessed USD 25,000 per month

## Visa Product and Service Rules

Fees and Non-Compliance Assessments

### Visa Core Rules and Visa Product and Service Rules

Violation	Month	Visa Action, Notification, or Non-Compliance Assessment
Unaddressed violation	Month 6 and subsequent months	Member is assessed USD 50,000 per month

ID# 151014-010410-0001292

## 12.3 Acceptance Non-Compliance Assessments

### 12.3.1 EMV Liability Shift and Fallback Non-Compliance Assessments

#### 12.3.1.1 Non-Compliance Assessment for Global Fallback Monitoring Program Identification Non-Compliance Assessments

An Acquirer is subject to a non-compliance assessment of USD 1 per Fallback Transaction when the Acquirer-country combination meets or exceeds the minimum Transaction volume and percentage parameters specified in the Visa Rules and the *Global Chip Fallback Monitoring Program Guide*.<sup>1</sup>

Transactions involving Acquirers in the Visa Europe Territory will be subject to a non-compliance assessment of EUR 1 per Fallback Transaction.

<sup>1</sup> This does not apply in the AP Region to Account Number Verification Transactions processed as Magnetic-Stripe Transactions in Japan.

ID# 150415-011009-0008405

### 12.3.2 High-Risk Internet Payment Facilitator Non-Compliance Assessments

#### 12.3.2.1 High-Risk Internet Payment Facilitator Registration Non-Compliance Assessments

An Acquirer that fails to comply with the registration program requirements for High-Risk Internet Payment Facilitators is subject to a non-compliance assessment, as follows:

- USD 25,000 per month per High-Brand Risk Sponsored Merchant or High-Risk Internet Payment Facilitator
- After 3 violations in a calendar year, one or both of the following:
  - USD 100,000 for each 30-calendar-day period of non-compliance

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Acceptance Non-Compliance Assessments

- Prohibition against signing High-Brand-Risk Sponsored Merchants

ID# 151014-011211-0026334

### 12.3.3 Electronic Commerce Non-Compliance Assessments

#### 12.3.3.1 Electronic Commerce Indicator Non-Compliance Assessments

An Acquirer that fails to identify an Electronic Commerce Transaction is subject to the non-compliance assessments specified as follows:

**Table 12-3: Acquirer Non-Compliance Assessments for Incorrect Use of Electronic Commerce Indicator Values**

Violation	Visa Action, Notification, or Non-Compliance Assessment
Warning	Notification of violation with specific date for correction, not to exceed 3 months
Uncorrected Violation (Month 4)	Acquirer assessed USD 5,000 non-compliance assessment per Merchant identified
Uncorrected Violation (Month 5)	Acquirer assessed USD 10,000 non-compliance assessment per Merchant identified
Uncorrected Violation (Months 6-12)	Acquirer assessed USD 25,000 non-compliance assessment per Merchant identified
Uncorrected Violation (Months 13-18)	Visa may suspend the Merchant from participation in the Visa Program
Uncorrected Violation (Month 19 and subsequent months)	Visa may permanently disqualify the Merchant from participation in the Visa Program

ID# 151014-010410-0007149

### 12.3.4 Chip Card Acceptance Non-Compliance Assessments

#### 12.3.4.1 Visa Debit Processing Non-Compliance Assessments – Canada Region

A Canada Acquirer that fails to comply with the requirements for processing Visa Debit Category Transactions will be subject to a non-compliance assessment, as specified in Section 12.3.4.2, "Visa Debit Acquirers Compliance Program – Canada Region."

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

An Acquirer or its Visa Debit Acceptor that fails to properly process Visa Debit Category Transactions will be subject to a non-compliance assessment, as specified in Section 12.3.4.2, "Visa Debit Acquirers Compliance Program – Canada Region."

ID# 151014-140612-0008079

#### 12.3.4.2 Visa Debit Acquirers Compliance Program – Canada Region

A Canada Acquirer that fails to update its host systems with the ability to process Visa Debit Transactions will be subject to a non-compliance assessment of CAD 100,000 per month of non-compliance. If an Acquirer or its Visa Debit Acceptor fails to properly process Visa Debit Transactions, the Acquirer will be subject to a non-compliance assessment of CAD 5,000 per Cardholder complaint reported to Visa as an Acceptance Compliance Program incident.

ID# 151014-140612-0008364

## 12.4 ATM Non-Compliance Assessments

### 12.4.1 ATM Access Fee Non-Compliance Assessments

#### 12.4.1.1 Acquirer ATM Access Fee Non-Compliance Assessments

An ATM Acquirer may be subject to a non-compliance assessment specified in Section 1.12.3.2, "General Non-Compliance Assessment Schedule," if the Acquirer does not:

- Notify Visa of its intent to impose an Access Fee, as specified in Section 6.4.1.1, "Visa Rights Pertaining to ATM Access Fees"
- Populate the Access Fee amount, if any, in the appropriate field of the Authorization and Clearing Record

ID# 151014-180409-0007161

## 12.5 Transaction Processing Non-Compliance Assessments

### 12.5.1 Authorization and Clearing Non-Compliance Assessments

#### 12.5.1.1 Online Gambling Transaction Identification Non-Compliance Assessment

An Acquirer is subject to the non-compliance assessments specified in Section 12.7.8, "Global Brand Protection Program Non-Compliance Assessments," if an Authorization Request for an Online Gambling Transaction contains incorrect data or fails to include all of the following:

- An appropriate MCC to identify the High-Brand Risk Merchant, as specified in Section 10.5.6.1, "High-Brand Risk MCCs"
- MCC 7995 (Betting), for an Online Gambling Transaction, as specified in Section 5.9.3.6, "Online Gambling Merchant Requirements"
- POS Condition Code 59

ID# 151014-010410-0008753

### 12.5.2 Duplicate or Erroneous Data Fee

#### 12.5.2.1 Duplicate or Erroneous Data Fee – US Region

In the US Region, a Clearing Processor that fails to correct inaccurate or duplicate Transaction data submitted through VisaNet is subject to a fee, as specified in the applicable Fee Schedule.

ID# 151014-010410-0008855

## 12.6 Interchange Non-Compliance Assessments

### 12.6.1 Interchange Reimbursement Fee Non-Compliance Assessments

#### 12.6.1.1 Non-Compliance Assessment for Failure to Qualify for Supermarket Classification – US Region

A US Acquirer whose Merchant Outlet is identified as failing to meet the qualification requirements for classification with MCC 5411 (Supermarkets), as specified for the Supermarket Incentive Program, is subject to a non-compliance assessment per Merchant Outlet, until the qualification requirements are met.

ID# 151014-010410-0003495

#### 12.6.1.2 Non-Compliance Assessment for Inappropriate Credit Transaction Interchange Reimbursement Fee – US Region

A US Acquirer whose Merchant Outlet is identified during 2 consecutive months as receiving an inappropriate Interchange Reimbursement Fee for Credit Transactions is subject to a non-compliance assessment equal to 3 times the US dollar value of the fees that were due to the Issuer during the previous 12-month period.

ID# 151014-010410-0003494

#### 12.6.1.3 Non-Compliance Assessment for Inappropriate Interchange Reimbursement Fee – US Region

A US Acquirer whose Merchant Outlet is identified for 4 or more months as receiving an Interchange Reimbursement Fee not meeting the Interchange Reimbursement Fee processing requirements is subject to a non-compliance assessment per Merchant Outlet, as follows:

**Table 12-4: Non-Compliance Assessments for a Merchant Outlet Receiving an Inappropriate Interchange Reimbursement Fee – US Region**

Violation	Non-Compliance Assessment
Fourth month	USD 1,000
Fifth month	USD 5,000

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Risk Non-Compliance Assessments

Violation	Non-Compliance Assessment
Each month after the fifth month	USD 10,000

ID# 151014-010410-0003493

## 12.7 Risk Non-Compliance Assessments

### 12.7.1 Account and Transaction Information Security Non-Compliance Assessments

#### 12.7.1.1 Account Information Security Program Non-Compliance Assessments

A Member deemed non-compliant with the Account Information Security Program (or Cardholder Information Security Program in the US Region) is subject to a non-compliance assessment, as follows:

**Table 12-5: Non-Compliance Assessments for the Account Information Security Program**

Violation	Non-Compliance Assessment
First violation	Up to USD 50,000
Second violation	Up to USD 100,000
Third or any subsequent violation	Up to USD 200,000

ID# 151014-200509-0008193

#### 12.7.1.3 Non-Compliance Assessments for Account and Transaction Information Security Standards

If Visa determines that a Member, its agent, or a Merchant has been deficient or negligent in securely maintaining account or Transaction Information, or reporting or investigating the loss of this information, Visa may impose a non-compliance assessment on the Member or require the Member to take immediate corrective action.

ID# 151014-010410-0001753



## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

##### 12.7.1.4 Transaction Information Loss/Theft Notification Non-Compliance Assessments – US Region

If a US Acquirer fails to immediately notify Visa of the suspected or confirmed loss or theft of any Visa Transaction Information, the Acquirer is subject to a non-compliance assessment of up to USD 100,000 per incident.

ID# 151014-010410-0003524

##### 12.7.2 Anti-Money Laundering Program Non-Compliance Assessments

###### 12.7.2.1 Member Failure to Return an Anti-Money Laundering/Anti-Terrorist Financing Questionnaire Non-Compliance Assessments

Visa imposes non-compliance assessments for failure to return to Visa a completed *Anti-Money Laundering/Anti-Terrorist Financing Compliance Questionnaire/Certification* form, as specified in Section 1.10.1.7, "Visa Anti-Money Laundering Program – Member Requirements," as follows:

Table 12-6: Non-Compliance Assessments for Member Failure to Return a Completed Anti-Money Laundering/Anti-Terrorist Financing Questionnaire to Visa

Date	Non-Compliance Assessment
Due date + one calendar day to 30 calendar days	USD 500
Due date + 31 calendar days to 60 calendar days	USD 2,500
Due date + 61 calendar days to 90 calendar days	USD 5,000
Due date + 91 calendar days and every 30 calendar days thereafter	USD 10,000

ID# 151014-100311-0026362

##### 12.7.3 Authentication Non-Compliance Assessments

###### 12.7.3.1 PIN Security Non-Compliance Assessments

A Member may be subject to a non-compliance assessment for its or its agent's failure to comply with any of the requirements in the PIN Management Requirements Documents and *Visa PIN Security Program Guide*, as follows:

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Risk Non-Compliance Assessments

**Table 12-7: PIN Security Non-Compliance Assessments**

Violation	Non-Compliance Assessment
Initial violation and each month of unaddressed violations, up to 4 months after the initial violation	USD 10,000 per month
Violations after 4 months and each month thereafter	USD 25,000 per month

ID# 151014-010410-0001288

## 12.7.4 Chargeback Monitoring Fees and Non-Compliance Assessments

### 12.7.4.1 Global Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments

Visa assesses Global Merchant Chargeback Monitoring Program fees and non-compliance assessments to the Acquirer, as specified in Table 12-8, "Fees for Global Merchant Chargeback Monitoring Program – Merchant-Level Thresholds," and Table 12-9, "Non-Compliance Assessments for Global Merchant Chargeback Monitoring Program – Acquirer-Level Thresholds."

**Table 12-8: Fees for Global Merchant Chargeback Monitoring Program – Merchant-Level Thresholds**

Event	Visa Action/Fee
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Global Merchant Chargeback Monitoring Program Overview," in months 1-3 (month 1 = initial notification).	<ul style="list-style-type: none"><li>• Workout Period<sup>1</sup></li><li>• No fee</li></ul>
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Global Merchant Chargeback Monitoring Program Overview," in months 4-9.	<ul style="list-style-type: none"><li>• A fee is assessed, as specified in the applicable Fee Schedule, per international Chargeback for every month the Merchant meets or exceeds the program thresholds.<sup>2</sup></li><li>• If the Acquirer and Merchant have not implemented procedures to reduce Chargebacks, Visa may assess the Acquirer a fee, as specified in the applicable Fee Schedule, for each international Chargeback received for its Merchant.<sup>2</sup></li></ul>

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

Event	Visa Action/Fee
Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Global Merchant Chargeback Monitoring Program Overview," beyond month 9.	<ul style="list-style-type: none"> <li>A fee is assessed, as specified in the applicable Fee Schedule per international Chargeback for every month the Merchant meets or exceeds the program thresholds.<sup>2</sup></li> <li>If the Acquirer and Merchant have not implemented procedures to reduce Chargebacks, Visa may assess the Acquirer a fee of USD 200 for each international Chargeback received for its Merchant.<sup>2</sup></li> <li>The Acquirer is eligible for a review fee, as specified in the applicable Fee Schedule.</li> <li>Visa may initiate Merchant disqualification processes against a Merchant Outlet and/or its principals.</li> </ul>
<p><sup>1</sup> The Workout Period is not applicable for Acquirer-level thresholds, High-Risk Merchants, or High-Brand Risk Merchants, as specified in Section 10.5.6.1, "High-Brand Risk MCCs."</p> <p><sup>2</sup> Visa allocates a portion of this fee, as specified in the applicable Fee Schedule, to the Issuer via a Funds Disbursement.</p>	

**Table 12-9: Non-Compliance Assessments for Global Merchant Chargeback Monitoring Program – Acquirer-Level Thresholds**

Event	Requirements/Non-Compliance Assessment
Acquirer meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Global Merchant Chargeback Monitoring Program Overview"	USD 25,000 for every month the Acquirer meets or exceeds the program thresholds
Acquirer meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Global Merchant Chargeback Monitoring Program Overview," more than 3 times in a rolling 12-month period	USD 50,000 for every month the Acquirer meets or exceeds the program thresholds
Acquirer meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.1, "Global Merchant Chargeback Monitoring Program Overview," more than 6 times in a rolling 12-month period	<ul style="list-style-type: none"> <li>USD 100,000 for each subsequent month the threshold is met or exceeded</li> <li>Acquirer is eligible for the imposition of Risk Reduction Procedures, as specified in Section 1.10.1.2, "Member Risk Reduction Requirements"</li> <li>Visa may apply additional non-compliance assessments for repetitive or willful violations, as specified in Section 1.12.3.7, "Repeated Non-Compliance," and Section 1.12.3.10, "Willful Violations of the Visa Rules"</li> </ul>

ID# 151014-010610-0025677

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Risk Non-Compliance Assessments

##### 12.7.4.2 Global Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments – Visa Rights

Global Merchant Chargeback Monitoring Program fees and/or non-compliance assessments will no longer be imposed once the Merchant has met acceptable performance levels. However, fees and/or non-compliance assessments may continue to be imposed, or a Merchant may be prohibited from participating in the Visa Program, if Visa determines that the Merchant is causing undue economic hardship to the Visa system as a result of high dispute volumes.

ID# 151014-010410-0001877

##### 12.7.4.3 Global Merchant Chargeback Monitoring Program – Data Quality Non-Compliance Assessments

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Global Merchant Chargeback Monitoring Program, Visa may impose a non-compliance assessment of USD 10,000 per Merchant, per month, to the Acquirer.

ID# 151014-151014-0028287

##### 12.7.4.4 Acquirer Performance Monitoring Program Non-Compliance Assessments – AP Region and CEMEA Region

An AP or CEMEA Acquirer is subject to non-compliance assessments for failure to take appropriate action if it is identified by Visa under the Acquirer Performance Monitoring Program, as specified in the *Visa Acquirer Performance Monitoring Guide – Asia Pacific and Central Europe, Middle East, and Africa*. Visa may review and modify the program thresholds and framework on a periodic basis, based on current fraud trends.

**Table 12-10: Acquirer Performance Monitoring Program Non-Compliance Assessments – AP Region and CEMEA Region**

Violation (Based on each quarter in which the Acquirer exceeds the thresholds after the workout period)	Visa Action or Non-Compliance Assessment
First violation	USD 25,000
Second consecutive violation	USD 50,000
3 or more consecutive violations	USD 100,000 for every subsequent violation per quarter or Visa may revoke or suspend the Acquirer's license

ID# 151014-151014-0028306

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

##### 12.7.4.5 Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments – US Region

Visa imposes Merchant Chargeback Monitoring Program Fees and non-compliance assessments to a US Acquirer, as specified in the applicable Fee Schedule and as follows:

**Table 12-11: Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments – US Region**

Event	Visa Notification, Fee, or Non-Compliance Assessment
US Merchant Outlet meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.7, "Merchant Chargeback Monitoring Program Overview – US Region"	Initial Notification – month 0 <ul style="list-style-type: none"><li>No non-compliance assessment</li></ul>
US Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for the month following initial Notification	Notification – month 1 <ul style="list-style-type: none"><li>USD 5,000 non-compliance assessment for failure to return completed documentation within 10 calendar days of the Notification date</li><li>USD 1,000 non-compliance assessment per day until completed documentation is received</li></ul>
US Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for the second month	Notification – month 2 <ul style="list-style-type: none"><li>USD 10,000 non-compliance assessment for failure to respond with an acceptable Chargeback reduction plan within 10 calendar days of the Notification date</li><li>USD 1,000 non-compliance assessment per day until acceptable Chargeback reduction plan is received</li></ul>
US Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for months 3, 4, and 5	<ul style="list-style-type: none"><li>Fee per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds<sup>1</sup></li></ul>
US Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for months 6 and 7	<ul style="list-style-type: none"><li>Fee per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds<sup>1</sup></li></ul>
US Merchant Outlet continues to meet or exceed the Chargeback activity thresholds for months 8 and 9	<ul style="list-style-type: none"><li>Review fee</li><li>Fee per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds<sup>1</sup></li></ul>

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Risk Non-Compliance Assessments

Event	Visa Notification, Fee, or Non-Compliance Assessment
US Merchant Outlet continues to meet or exceed the Chargeback activity thresholds beyond month 9	<ul style="list-style-type: none"><li>• Fee per Chargeback for every month the Merchant continues to meet or exceed the Chargeback thresholds<sup>1</sup></li><li>• Merchant and its principals eligible for disqualification proceedings, as specified in Section 10.5.3.12, "Critical Chargeback Levels – US Region"</li></ul>
<sup>1</sup> Visa allocates a portion of each fee to the Issuer via a Funds Disbursement.	

ID# 151014-010410-0003490

#### 12.7.4.6 Merchant Chargeback Monitoring Program Activity Non-Compliance Assessments – US Region

Non-compliance assessments for Chargeback activity may continue to be imposed on a US Acquirer:

- For all Trailing Chargeback Activity that occurs up to 120 calendar days after Transaction processing has ceased
- Equivalent to the non-compliance assessments being imposed on the Acquirer at the time Transaction processing ceased, as specified in Section 12.7.4.5, "Merchant Chargeback Monitoring Program Fees and Non-Compliance Assessments – US Region"

ID# 151014-010410-0002358

#### 12.7.4.7 Acquirer Chargeback Monitoring Program Non-Compliance Assessment for Merchant Name Change – US Region

If Visa suspects that a US Acquirer has terminated a Merchant Agreement and knowingly entered into a new Merchant Agreement with the same Merchant under a different name with the intent to circumvent Section 10.5.3.13, "Acquirer Chargeback Monitoring Program – US Region," Visa:

- Will impose a non-compliance assessment 60 calendar days after Acquirer Notification, as specified in Section 12.7.4.9, "Acquirer Chargeback Monitoring Program Non-Compliance Assessments – US Region"
- May permanently disqualify the Merchant and its principals from participating in the Visa Program

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

The Acquirer may appeal to Visa during the 60-calendar-day period. If the Acquirer appeals, the Acquirer must provide evidence to disprove the suspected activity.

ID# 151014-010410-0008129

#### 12.7.4.8 Acquirer Monitoring Circumvention Non-Compliance Assessments – US Region

Visa may impose:

- Conditions on a US Acquirer that knowingly acts to circumvent monitoring
- Non-compliance assessments, as specified in Section 12.7.6.3, "Acquirer Monitoring Program Non-Compliance Assessments – US Region," to an Acquirer that knowingly acts to circumvent monitoring

ID# 151014-010410-0003489

#### 12.7.4.9 Acquirer Chargeback Monitoring Program Non-Compliance Assessments – US Region

Visa imposes Acquirer Chargeback Monitoring Program non-compliance assessments to a US Acquirer, as follows:

**Table 12-12: Acquirer Chargeback Monitoring Program Fees – US Region**

Event	Visa Action, Fee, or Non-Compliance Assessment
Acquirer knowingly attempts to circumvent the provisions of Section 10.5.3.13, "Acquirer Chargeback Monitoring Program – US Region"	USD 25,000 imposed 60 calendar days after Notification to the Acquirer
Acquirer meets or exceeds the Chargeback activity thresholds specified in Section 10.5.3.13, "Acquirer Chargeback Monitoring Program – US Region"	USD 25,000
Acquirer meets or exceeds the Chargeback activity thresholds more than 3 times in a rolling 12-month period	USD 100,000 for each subsequent month that either threshold is exceeded
Acquirer has had 3 or more Merchants in the Merchant Chargeback Monitoring Programs for 6 consecutive months	Daily review fee, with a one-week minimum fee, imposed while a review of the Acquirer's and/or Merchants' Visa Card-related processing activities is being conducted

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Risk Non-Compliance Assessments

Event	Visa Action, Fee, or Non-Compliance Assessment
Acquirer fails to take action on recommendations resulting from a review of the Acquirer's and/or Merchants' Visa Card-related processing activities	USD 75,000 minimum

ID# 151014-010410-0003491

## 12.7.5 High-Brand Risk Acquirer Non-Compliance Assessments

### 12.7.5.1 High-Brand Risk Acquirer Registration Non-Compliance Assessments

If Visa determines that an Acquirer that previously did not acquire High-Brand Risk Transactions in a Card-Absent Environment has failed to comply with the registration requirements specified in Section 10.5.8.1, "High-Brand Risk Acquirer Registration," Visa may impose a non-compliance assessment of USD 25,000 to the Acquirer per calendar month of non-compliance. Continued non-compliance may result in Visa prohibiting that Acquirer from acquiring High-Brand Risk Merchants.

ID# 151014-010611-0026381

## 12.7.6 Fraud Monitoring and Reporting Non-Compliance Assessments

### 12.7.6.1 Acquirer Monitoring Program Non-Compliance Assessments

Visa monitors an Acquirer to determine disproportionate fraud-to-sales ratios. An Acquirer exceeding 3 times the worldwide or regional fraud-to-sales ratio for more than one quarter will be considered non-compliant and may be subject to penalties and any applicable non-compliance assessments, including, but not limited to, the following:

- Monetary non-compliance assessments specified in the Visa Rules
- Temporary suspension of contracting with new Merchants
- Termination of membership

ID# 151014-010410-0008130



## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

##### 12.7.6.2 Acquirer Monitoring Program Non-Compliance Assessments – LAC Region

An LAC Acquirer that fails to comply with Section 10.5.1.4, "Acquirer Monitoring Program Responsibilities – LAC Region," is subject to a special quarterly non-compliance assessment of X.

ID# 221014-151014-0028289

##### 12.7.6.3 Acquirer Monitoring Program Non-Compliance Assessments – US Region

Beginning the first month after the Workout Period, Visa imposes the following non-compliance assessments if an Acquirer's monthly Fraud Activity-to-sales ratio exceeds the Acquirer Monitoring Program Alert thresholds:

**Table 12-13: Non-Compliance Assessments for Excessive Fraud Activity-to-Sales Ratio – US Region**

Month Following Workout Period	Non-Compliance Assessment
First month	USD 25,000
Second month	USD 50,000
Third month	USD 75,000
Fourth and subsequent months	USD 100,000

Until the Acquirer's Fraud Activity-to-sales ratio remains below the program Alert thresholds for 3 consecutive months, a non-compliance assessment will be imposed each month the ratio exceeds the program Alert thresholds.

ID# 151014-010410-0009029

##### 12.7.6.4 Non-Compliance Assessments for Failure to Report Fraud – LAC Region

An LAC Issuer that does not comply with the Fraud Reporting Program's requirements, as determined by the third or higher consecutive onsite audit, will be subject to a quarterly non-compliance assessment of USD 10,000 until found compliant by the Visa remote monitoring system and validated by an onsite audit.

ID# 151014-010410-0007267

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Risk Non-Compliance Assessments

##### 12.7.6.5 Excessive Fraud Activity Notification Non-Compliance Assessments – US Region

A US Acquirer that receives an Excessive Fraud Activity Notification for one of its Merchants enters a 3-month Workout Period and is subject to the following requirements:

**Table 12-14: Risk Identification Service Online Workout Period – US Region**

Event	Visa Action or Notification
US Acquirer receives an Excessive Fraud Activity Notification and enters a 3-month workout period	<p>Initial Excessive Fraud Activity Notification. No non-compliance assessment</p> <ul style="list-style-type: none"><li>Acquirer must complete a Risk Identification Service Online Questionnaire and submit it to Visa within 10 days of receipt of the Notification and must take further action, as specified in Section 10.5.5.4, "Risk Identification Service Online – Excessive Fraud Activity Notification – US Region"</li></ul>
Workout Period US Acquirer receives Excessive Fraud Activity Notification(s)	<p>Workout Period – month 1. No non-compliance assessment</p> <ul style="list-style-type: none"><li>Acquirer must submit to Visa a fraud reduction plan detailing corrective actions by the 15th of the month following the month in which the initial Excessive Fraud Activity Notification was received. If an acceptable plan is not submitted, the Acquirer immediately enters the non-compliance assessment period, and may be subject to the non-compliance assessment period requirements for month 1<sup>1</sup></li></ul> <p>Workout Period – month 2. No non-compliance assessment</p> <ul style="list-style-type: none"><li>Acquirer evaluates the effectiveness of the fraud reduction plan and makes adjustments, as necessary</li></ul> <p>Workout Period – month 3. No non-compliance assessment</p> <ul style="list-style-type: none"><li>Acquirer continues to evaluate the effectiveness of the fraud reduction plan and makes adjustments, as necessary</li></ul>
<p><sup>1</sup> If a US Acquirer bypasses the Workout Period and enters the non-compliance period, the General Schedule of Non-Compliance Assessments progresses each subsequent month from USD 10,000 to USD 100,000, according to the increments specified in Section 12.7.6.6, "Risk Identification Service (RIS) Online Non-Compliance Assessments – US Region."</p>	

ID# 150415-151014-0028288

##### 12.7.6.6 Risk Identification Service (RIS) Online Non-Compliance Assessments – US Region

Visa imposes the following non-compliance assessments to a US Acquirer after the 3-month Workout Period specified in Section 10.5.5.4, "Risk Identification Service Online – Excessive Fraud Activity Notification – US Region."

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

**Table 12-15: Risk Identification Service (RIS) Online Non-Compliance Assessment Schedule – US Region**

Event	Requirements/Non-Compliance Assessment
Non-Compliance Assessment Period – month 1 <sup>1</sup> Acquirer receives Excessive Fraud Activity Notification <sup>2</sup>	USD 10,000
Non-Compliance Assessment Period – month 2 or 3 Acquirer receives Excessive Fraud Activity Notification <sup>2</sup>	USD 25,000
Non-Compliance Assessment Period – month 4 Acquirer receives Excessive Fraud Activity Notification <sup>2</sup>	USD 50,000
Non-Compliance Assessment Period – month 5 Acquirer receives Excessive Fraud Activity Notification <sup>2</sup>	USD 75,000
Non-Compliance Assessment Period – month 6 Acquirer receives Excessive Fraud Activity Notification <sup>2</sup>	USD 100,000
Non-Compliance Assessment Period – beyond month 6 Acquirer receives subsequent Excessive Fraud Activity Notification(s) <sup>2</sup>	<ul style="list-style-type: none"><li>• USD 100,000 per month</li><li>• Merchant and its principal(s) eligible for disqualification proceedings, as specified in Section 10.5.3.12, "Critical Chargeback Levels – US Region"</li></ul>
<sup>1</sup> The Risk Identification Service Online remediation process, including Notification requirements, is described in Section 10.5.5.4, "Risk Identification Service Online – Excessive Fraud Activity Notification – US Region."	
<sup>2</sup> An Identified Merchant must remain below RIS Online Notification thresholds that incur a non-compliance assessment for at least 3 consecutive months for the Acquirer to exit the non-compliance assessment period specified in this table.	

ID# 150415-010410-0003481

#### 12.7.6.7 Risk Identification Service (RIS) Online – Merchant Data Alteration Non-Compliance Assessment – US Region

If Visa determines that a US Acquirer or its Merchant changed, modified, or altered Merchant data in any way to avoid detection by Risk Identification Service (RIS) Online, Visa may impose a USD 25,000 non-compliance assessment to the Acquirer for each occurrence identified.

ID# 151014-010410-0003482

## Visa Product and Service Rules

Fees and Non-Compliance Assessments

Risk Non-Compliance Assessments

### 12.7.7 Terminated Merchant Non-Compliance Assessments

#### 12.7.7.1 Terminated Merchant Non-Compliance Assessments – Canada Region

If a Canada Acquirer fails to comply with Section 10.13.1.4, “Common Terminated Merchant Database Requirements – Canada Region,” Visa may assess a non-compliance assessment of CAD 2,500 per violation.

ID# 151014-010410-0007381

### 12.7.8 Global Brand Protection Program Non-Compliance Assessments

#### 12.7.8.2 Global Brand Protection Program Data Quality Non-Compliance Assessments

If Visa determines that an Acquirer or its Merchant changed, modified, or altered the Merchant name or Merchant data in any way to circumvent the Global Brand Protection Program, Visa may impose a non-compliance assessment of USD 10,000 per Merchant, per month, to the Acquirer.

ID# 151014-151014-0028286

### 12.7.9 High-Brand Risk Merchant Monitoring Non-Compliance Assessments

#### 12.7.9.1 Global Merchant Chargeback Monitoring Program – High-Brand Risk Merchants – Non-Compliance Assessments

Table 12-18, “High-Brand Risk Merchants in the Global Merchant Chargeback Monitoring Program – Acquirer Fees and Non-Compliance Assessments,” and the applicable Fee Schedule specify the fees and non-compliance assessments per international Chargeback for Acquirers of High-Brand Risk Merchants placed in the Global Merchant Chargeback Monitoring Program.

**Table 12-18: High-Brand Risk Merchants in the Global Merchant Chargeback Monitoring Program – Acquirer Fees and Non-Compliance Assessments**

Event	Month	Visa Action, Fee, or Non-Compliance Assessment
Merchant meets or exceeds the specified Chargeback ratio <sup>1</sup>	Months 1-3	Fee per Chargeback per month for each identified Merchant Outlet <sup>2</sup>
Merchant meets or exceeds the specified Chargeback ratio <sup>1</sup>	Months 4-6	Fee per Chargeback per month for each identified Merchant Outlet <sup>2</sup>

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

Event	Month	Visa Action, Fee, or Non-Compliance Assessment
Merchant meets or exceeds the specified Chargeback ratio <sup>1</sup>	Month 7 and subsequent months	Fee per Chargeback per month for each identified Merchant Outlet <sup>2</sup> and Visa may disqualify the Merchant from participation in the Visa Program
Merchant meets or exceeds the specified Chargeback ratio <sup>1</sup> without an effective Chargeback reduction plan, and 2 of the following levels of Chargeback activity are reached: <ul style="list-style-type: none"> <li>Merchant's Chargeback ratio is 2 or more times the specified Chargeback ratio</li> <li>Merchant is assessed fees for 3,000 or more Chargebacks</li> <li>Merchant is assessed US \$1 million or more in Global Merchant Chargeback Monitoring Program fees</li> </ul>	Single month Single month When reached	Visa may disqualify the Merchant from participation in the Visa Program
Acquirer does not identify a High-Brand Risk Merchant with the correct MCC, as specified in Section 10.5.6.1, "High-Brand Risk MCCs"	When violation occurs	USD 25,000 per Merchant per month
<sup>1</sup> The Chargeback ratio threshold is 2%. <sup>2</sup> If the Acquirer and Merchant have not implemented procedures to reduce Chargebacks, Visa may impose on the Acquirer a non-compliance assessment of USD 200 for each international Chargeback received for its Merchant.		

ID# 151014-010410-0001289

#### 12.7.9.2 High-Brand Risk Chargeback Monitoring Program Fees and Non-Compliance Assessments – US Region

Visa assesses High-Brand Risk Chargeback Monitoring Program fees and non-compliance assessments to a US Acquirer from the date of Notification, as specified in the applicable Fee Schedule and as follows:

**Table 12-19: High-Brand Risk Chargeback Monitoring Program Acquirer Fees and Non-Compliance Assessments – US Region**

Event	Visa Action, Fee, or Non-Compliance Assessment
During months 1-3, the Merchant meets or exceeds the Chargeback activity thresholds specified in Section 10.5.7.7, "High-Brand Risk Chargeback Monitoring Program – US Region"	<ul style="list-style-type: none"> <li>A fee per Chargeback in months 1-3<sup>1</sup></li> <li>A review fee per month</li> </ul>

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Risk Non-Compliance Assessments

Event	Visa Action, Fee, or Non-Compliance Assessment
During months 4-6, the Merchant meets or exceeds the applicable Chargeback ratios specified in Section 10.5.7.7, "High-Brand Risk Chargeback Monitoring Program – US Region"	<ul style="list-style-type: none"><li>• A fee per Chargeback in months 4-6<sup>1</sup></li><li>• A review fee in month 6</li></ul>
After 6 months in which the Merchant has met or exceeded the Chargeback thresholds specified in Section 10.5.7.7, "High-Brand Risk Chargeback Monitoring Program – US Region"	<ul style="list-style-type: none"><li>• Visa may disqualify the Merchant from participation in the Visa Program.</li></ul>
Acquirer does not: <ul style="list-style-type: none"><li>• Identify a High-Brand Risk Merchant with the correct MCC</li><li>• Register a High-Brand Risk Merchant</li></ul>	<ul style="list-style-type: none"><li>• USD 25,000 non-compliance assessment per Merchant per month</li><li>• USD 100,000 non-compliance assessment after 3 violations in calendar year and/or prohibition against signing High-Brand Risk Merchants<sup>2</sup></li></ul>
Acquirer knowingly signs a disqualified Merchant or any of the disqualified Merchant's principals	<ul style="list-style-type: none"><li>• USD 250,000 non-compliance assessment per month until the Acquirer terminates the Merchant Agreement<sup>2</sup></li></ul>
<sup>1</sup> Visa allocates a portion of each fee to the Issuer via a Funds Disbursement.	
<sup>2</sup> Visa may impose conditions on Acquirers for violations of the Visa Rules, up to and including termination of the Acquirer program.	

ID# 151014-010611-0026373

#### 12.7.9.3 Continuing Chargeback Activity Non-Compliance Assessments – US Region

Non-compliance assessments for Chargeback activity may continue to be imposed on a US Acquirer:

- For all Trailing Chargeback Activity that occurs up to 120 calendar days after Transaction processing has ceased
- Equivalent to the non-compliance assessments being imposed on the Acquirer, as specified in Section 12.7.9.2, "High-Brand Risk Chargeback Monitoring Program Fees and Non-Compliance Assessments – US Region," at the time Transaction processing ceased

ID# 151014-010410-0001889

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

### 12.7.10 Corporate Risk Reduction Non-Compliance Assessments

#### 12.7.10.1 Acquirer Responsibility for Merchants Non-Compliance Assessments – US Region

A US Acquirer that fails to comply with the requirements of Section 7.5.1.1, “Acquirer Responsibility for Visa Transactions – US Region,” is subject to a non-compliance assessment of X, termination of its membership, or both.

ID# 151014-010410-0008114

### 12.7.11 Merchant Agreement with Prohibited Merchant Non-Compliance Assessments – US Region

#### 12.7.11.1 Non-Compliance Assessments for Merchant Agreement with Prohibited Merchant – US Region

Visa imposes a non-compliance assessment to a US Acquirer that enters into a Merchant Agreement with a Merchant, or known principals of a Merchant, that Visa has prohibited from participating in the Visa or Visa Electron Program, as follows:

**Table 12-20: Acquirer Non-Compliance Assessments for Merchant Agreement with a Prohibited Merchant – US Region**

Violation	Non-Compliance Assessment
First violation in a 5-year period	USD 10,000
Second violation in a 5-year period	USD 20,000
Third violation in a 5-year period	USD 50,000
4 or more violations in a 5-year period	At the discretion of Visa

Visa imposes an additional non-compliance assessment of USD 10,000 for each 30-calendar-day period, or portion thereof, during which the US Acquirer fails to terminate the Merchant Agreement.

ID# 151014-010410-0007118

## 12.7.13 Non-Compliance Assessments Related to Agents

### 12.7.13.1 VisaNet Processor Non-Compliance Assessments

A Member using a VisaNet Processor that fails to comply with the Visa Rules and Visa Charter Documents is subject to non-compliance assessments, as specified in Section 1.12.3.2, "General Non-Compliance Assessment Schedule." The combined liability of all Members for a VisaNet Processor's failure to comply must not be more than the non-compliance assessment amount for the violation involved.

Visa may impose non-compliance assessments resulting from the activities of a Member performing services on behalf of another Member to both the:

- Performing Member
- Member for which the services are performed

The total paid by both Members must not be more than the non-compliance assessment amount for the violation involved.

Visa may impose non-compliance assessments whether a Member or non-Member is performing services on behalf of another Member. If a Member acts as a VisaNet Processor for another Member, it is considered a single entity with that other Member in determining repetitive violations.

ID# 151014-010410-0025886

### 12.7.13.2 Third Party Agent Non-Compliance Assessments

Visa imposes non-compliance assessments to a Member that fails to comply with the requirements for use of Third Party Agents. A Member is subject to non-compliance assessments for the failure of its Third Party Agents to comply with the substance of Third Party Agent requirements, including non-payment of non-compliance assessments to Visa.

A Member that fails to comply with Third Party Agent requirements is subject to a non-compliance assessment, as follows:

**Table 12-22: Non-Compliance Assessments Related to Third Party Agents**

Violation	Non-Compliance Assessment
First occurrence	USD 10,000
Second occurrence in a rolling 60-month period	USD 25,000
Third occurrence in a rolling 60-month period	USD 50,000
Four or more occurrences in a rolling 60-month period	USD 100,000



## Visa Product and Service Rules

Fees and Non-Compliance Assessments

### Visa Core Rules and Visa Product and Service Rules

For repeated violations in a rolling 60-month period, Visa may impose non-compliance assessments in addition to those specified in Table 12-22, "Non-Compliance Assessments Related to Third Party Agents," at Visa discretion. Non-compliance assessments are cumulative.

ID# 151014-130913-0025901

## 12.8 Fees – General

### 12.8.1 Fee Assessment and Responsibility

#### 12.8.1.1 Responsibility for Charges – US Region

All charges imposed by Visa, whether in the form of fees, exchange rates, or otherwise, are charges imposed on a US Member or a VisaNet Processor or an Agent operating on behalf of a US Member. A US Member or VisaNet Processor or Agent operating on behalf of a US Member is responsible for paying all charges, regardless of whether it absorbs the charges, passes them on, or increases them in billing its customer (for example: Cardholder, Merchant).

ID# 151014-010410-0003015

### 12.8.2 Global Compromised Account Recovery (GCAR) Fees

#### 12.8.2.1 Global Compromised Account Recovery (GCAR) – Appeal Fee

**Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012**

Visa will collect from the Acquirer through the Global Member Billing System a Global Compromised Account Recovery (GCAR) appeal fee, as specified in the applicable Fee Schedule.

ID# 151014-150512-0026568

#### 12.8.2.2 Global Compromised Account Recovery (GCAR) – Non-Cooperation Analysis Fee

**Effective for Qualifying CAMS Events or VAB Events in which the first or only alert is sent on or after 15 May 2012**

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Member-to-Member Fees

Visa assesses to the Acquirer through the Global Member Billing System a Global Compromised Account Recovery (GCAR) program non-cooperation analysis fee, as specified in the applicable Fee Schedule, if the Acquirer, its Merchant, or other Compromised Entity refuses to allow a forensic investigation.

ID# 151014-150512-0026571

## 12.9 Member-to-Member Fees

### 12.9.2 Automated Clearing House Service

#### 12.9.2.1 Automated Clearing House Collections Made in Error – US Region

Visa is not liable for US automated clearing house collections made in error, except through intentional misconduct.

ID# 151014-010410-0007883

#### 12.9.2.2 Automated Clearing House Service Authorization Agreement – US Region

Visa will provide a US Member or VisaNet Processor with an automated clearing house authorization agreement for Fee Collection Transactions and Funds Disbursement Transactions. This agreement must be signed and returned to Visa before the initiation of any automated clearing house transaction.

The signed agreement remains valid for all Fee Collection Transactions and Funds Disbursement Transactions until the Member or VisaNet Processor notifies Visa of either:

- Its replacement by a new agreement
- Revocation of the agreement because the Member or VisaNet Processor was terminated

ID# 151014-010410-0007974

#### 12.9.2.3 Automated Clearing House Service Requirements – US Region

Upon Visa request, a US Member or VisaNet Processor must provide all of the following for the purpose of collecting fees and disbursing funds through the automated clearing house service:

- Valid automated clearing house transit/routing number
- Associated financial institution depository account number

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

- Signed automated clearing house authorization agreement

If any account information (such as the account number or financial institution) changes, the Member or VisaNet Processor must both:

- Notify Visa at least 10 calendar days before the effective date of the change
- Submit a new automated clearing house authorization agreement with the change

ID# 151014-010410-0008067

#### 12.9.2.4 Automated Clearing House Service Requirements for Principal-Type or Associate-Type Members – US Region

Upon Visa request, a US Principal-type or Associate-type Member or an applicant for Principal-type or Associate-type membership must comply with Section 12.9.2.3, "Automated Clearing House Service Requirements – US Region," for the purpose of collecting fees and disbursing funds through the automated clearing house service.

ID# 151014-010410-0007885

#### 12.9.2.5 Initial Service Fee Collection through Automated Clearing House Service – US Region

Visa may collect initial service fees through the automated clearing house service from all new US Principal-type and Associate-type Members, as specified in the Visa Charter Documents.

ID# 151014-010410-0007884

#### 12.9.2.6 Non-Use of Automated Clearing House Service – US Region

A US Member or VisaNet Processor that is required to use the automated clearing house service may be required to reimburse Visa for any expense incurred for processing any payment made by a means other than the automated clearing house service.

ID# 151014-010410-0007882

#### 12.9.2.7 Rejection of Automated Clearing House Transactions – US Region

Visa may require a same-day wire transfer, or initiate a Fee Collection Transaction through VisaNet, if a valid automated clearing house transaction is rejected or cannot be initiated for any reason, including:

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Member-to-Member Fees

- US Member did not comply with Section 12.9.2.3, "Automated Clearing House Service Requirements – US Region"
- Existing automated clearing house authorization agreement was revoked before a replacement authorization agreement took effect

ID# 151014-010410-0007881

### 12.9.3 Member-to-Member Fee Collection and Funds Disbursement

#### 12.9.3.2 Fee Collection Time Limit

Unless otherwise specified, a Member must collect fees or disburse funds within either:

- 180 calendar days from the related event
- For a US Domestic Transaction, 45 calendar days from the related event

ID# 151014-220813-0003007

#### 12.9.3.3 Fee Collection Returns

A Member may return a Fee Collection Transaction for any of the following reasons:

- Wrong Member receives Fee Collection Transaction
- Required information in the message field of Fee Collection Transaction is not received or is inaccurate
- Receiving Member disputes the amount of the Fee Collection Transaction because it either:
  - Is inaccurate
  - Exceeds the maximum amount authorized by the Visa Rules
- Requested copy of the bill does not support a telephone, fax, or cable charge
- Member receiving Fee Collection Transaction claims it is improper under the Visa Rules
- Required documentation was not received
- Acquirer submitted a telecommunications Fee Collection Transaction when the International Automated Referral Service was used to process an Authorization
- In the US Region, Fee Collection Transaction was duplicated in error and not reversed, as specified in Section 12.5.2.1, "Duplicate or Erroneous Data Fee – US Region"

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Visa Core Rules and Visa Product and Service Rules

A Member receiving a Fee Collection Transaction must return it using the same format as the original fee collection.

The message field must contain the word "return" (or an abbreviation) and the return reason.

The minimum period that a Member must wait for documentation is either:

- 30 calendar days. If the documentation is not received, the fee may be returned within the next 30 calendar days.
- In the US Region, 21 calendar days from the Central Processing Date. If the documentation is not received, the fee may be returned within the next 24 calendar days.

A US Issuer must not return the fee for a Recovered Card handling fee/reward (Reason Code 0150) if the Issuer does not receive the *Recovered Card Advice (Exhibit 1E)* and the recovered Visa Card or a legible copy of the front and back of the recovered Visa Card within 21 calendar days of the Central Processing Date.

ID# 151014-220813-0027790

#### 12.9.3.4 Resubmission of Returned Fee Collection

A Member may resubmit a returned Fee Collection Transaction for any of the following reasons:

- Information or documentation supporting the Fee Collection Transaction was not received
- Amount of the original Fee Collection Transaction was inaccurate
- Original Fee Collection Transaction was correct, but receiving Member returned it improperly

A Member resubmitting a returned Fee Collection Transaction must either:

- Make the resubmission within 30 calendar days from the date the Receiving Member returned the original Fee Collection Transaction
- In the US Region, make the resubmission within 45 calendar days from the Central Processing Date of the returned Fee Collection Transaction

If the Fee Collection Transaction was returned because of missing information or documentation, the resubmission must contain the applicable information or documentation.

A US Member must not resubmit a Fee Collection Transaction for Recovered Card handling fee/reward (reason code 0150) or recovery of Retrieval Request fees (reason code 0170).

ID# 151014-220813-0027791

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Member-to-Member Fees

##### 12.9.3.5 Limits of Fee Collection Returns

In no case may there be a third submission, return, or rejection of a Fee Collection Transaction through VisaNet. A Member that receives a third submission or return of a Fee Collection Transaction may pursue Compliance.

A US Member must not submit an outstanding Fee Collection Transaction for Compliance for the following disputes, which must be settled directly between the Members involved and are not subject to Compliance procedures:

- Reason Code 0240 (Good Faith Collection Letter Settlement Funds Disbursement)
- Reason Code 0350 (Interchange Reimbursement Fee pre-Compliance Settlement Funds Disbursement)

ID# 151014-220813-0008059

##### 12.9.3.6 Member Fee Collection and Funds Disbursement Limitations

A Member must not use a Fee Collection Transaction for funds disbursement other than those listed in Section 12.9.3.3, "Fee Collection Returns," and Section 12.9.3.4, "Resubmission of Returned Fee Collection."

ID# 151014-220813-0003006

##### 12.9.3.7 Fee Collection/Funds Disbursement Process – US Region

When a US Member or its Authorizing Processor collects fees or disburses funds as allowed through VisaNet, it must use transaction code 10 (Fee Collection Transaction) or transaction code 20 (Funds Disbursement Transaction), as specified in Section 12.9.3.3, "Fee Collection Returns," Section 12.9.3.4, "Resubmission of Returned Fee Collection," and Section 12.9.3.1, "Data and Documentation Requirements for Fee Collections and Funds Disbursements."

No other use of the Fee Collection Transaction/Funds Disbursement Transaction process is permitted.

ID# 151014-010410-0003152

#### 12.9.4 Incentive Fulfillment Fees

##### 12.9.4.1 Retrieval Request Fee Recovery

An Issuer may recover fees for Retrieval Requests for any of the following reasons:

## Visa Product and Service Rules

Fees and Non-Compliance Assessments

### Visa Core Rules and Visa Product and Service Rules

- Acquirer did not properly supply the requested Transaction Receipt
- Substitute Transaction Receipt does not include the required data
- Request resulted from an incorrect Merchant description or a zero-filled or incorrect Transaction Date in the VisaNet transmission
- For a US Domestic Transaction, both:
  - Requested copy was illegible
  - Acquirer did not properly supply the required Healthcare Auto-Substantiation Transaction detail

ID# 151014-171009-0003345

## 12.9.5 Investigative Services Fees

### 12.9.5.1 Member Investigative Services Fee

A Member that requests investigative services from another Member must pay an investigative service fee, as specified in the applicable Fee Schedule.

A Member that performs investigative services for another Member must prepare an itemized statement for the Member requesting the services.

ID# 151014-010410-0008484

## 12.9.6 Rewards for Recovered Cards

### 12.9.6.1 Recovered Card Rewards

An Acquirer must ensure that the minimum reward is paid to a Merchant that recovered a Visa Card or a Visa Electron Card, as specified in the applicable Fee Schedule.

If an Acquirer pays rewards to its tellers for the recovery of Visa Cards or Visa Electron Cards, it may collect the reward amount from the Issuer, as specified in the applicable Fee Schedule.

An Acquirer is not required to pay a reward, and an Issuer is not required to reimburse the Acquirer, for a Card that is any of the following:

- Expired
- Recovered at an ATM or Unattended Cardholder-Activated Terminal

## Visa Product and Service Rules

### Fees and Non-Compliance Assessments

#### Member-to-Member Fees

- Inadvertently left at a Merchant Outlet
- A Non-Reloadable Card recovered without a Pickup Response or a request from the Issuer

An Issuer must pay a reward for a recovered Visa Card or Visa Electron Card and reimburse the Acquirer for handling the recovered Card.

ID# 151014-010410-0001786

#### 12.9.6.2 Recovered Card Rewards in Australia – AP Region

An Australia Issuer is not required to reimburse a reward paid by an Australia Acquirer to a person who is not a Merchant or a staff member of a Merchant, such as law enforcement personnel or employees of the Acquirer.

ID# 151014-060111-0026174

#### 12.9.6.3 Recovered Card Rewards – Special Circumstances – US Region

If a recovered Card was retained by a law enforcement agency, the Acquirer must pay the reward upon receipt of a legible copy of the front and back of the recovered Card.

ID# 151014-010410-0001772

#### 12.9.6.4 Acquirer Recovered Card Handling and Reward Collection – US Region

If a US Acquirer has paid a reward for a recovered Card, the Acquirer may collect the handling fee and the reward in one Fee Collection Transaction. The fee collection must not be entered into Interchange before forwarding the *Recovered Card Advice (Exhibit 1E)*.

ID# 151014-010410-0008066





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## Part 3: Appendices



## Appendix A

### Visa Supplemental Requirements

#### Visa Supplemental Requirements (Enforceable Documents and Websites)

#### Visa Supplemental Requirements List (Updated)

##### Visa Supplemental Requirements

Title
3-D Secure Functional Requirements Access Control Server
3-D Secure Functional Requirements Merchant Server Plug-in
3-D Secure Protocol Specification Core Functions
3-D Secure Security Requirements Enrollment Servers and Access Control Servers
3-D Secure U.S. Region Supplemental Functional Requirements – Access Control Server
Accelerated Connection Platform Acquirer Merchant Activation Guide
Accelerated Connection Platform Client Implementation Guide
Account Information Security (AIS) Program Guide
AP Domestic IRF Guides (for Australia, Bangladesh, Brunei, Cambodia, China, Fiji, Guam, Hong Kong, India AreaNet, Indonesia, Japan, Korea, Laos, Macau, Malaysia, Myanmar, Nepal, New Zealand, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Vietnam, AP Default Domestic)
AP Interregional IRF Guide
AP Intraregional IRF Guide
Bankruptcy Information Service User's Manual
BASE II Clearing Data Codes
BASE II Clearing Edit Package Messages
BASE II Clearing Edit Package Operations Guide
BASE II Clearing Edit Package Reports
BASE II Clearing Edit Package Run Control Options Quick Reference
BASE II Clearing Interchange Formats, TC 01 to TC 48

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#### Visa Supplemental Requirements

Title
BASE II Clearing Interchange Formats, TC 50 to TC 92
BASE II Clearing PC Edit Package for Windows User's Guide
BASE II Clearing Reports
BASE II Clearing Services
BASE II Clearing System Overview
BASE II Clearing VML Developer Handbook
BASE II Clearing VML Formats
Canada National Net Settlement Service (Canada NNSS) Settlement Operating Procedures
Card Recovery Bulletin Service (CRB) User's Guide
CEMEA Domestic IRF Guides (for Albania, Angola, Armenia, Azerbaijan, Belarus, Bosnia & Herzegovina, Botswana, Croatia, Egypt, Georgia, Ghana, Jordan, Kazakhstan, Kenya, Kosovo, Kuwait, Kyrgyzstan, Lebanon, Macedonia, Malawi, Mauritius, Moldova, Montenegro, Mozambique, Nigeria, Oman, Pakistan, Qatar, Russia, Rwanda, Saudi Arabia, Serbia, Seychelles, South Africa, Tajikistan, Tanzania, U.A.E., Uganda, Ukraine, Zambia, Zimbabwe, CEMEA Default Domestic)
CEMEA Interregional IRF Guide
CEMEA Intraregional IRF Guide
CoFAS Procedures for Reporting Credit Skimming Incidents
Domestic Merchant Fraud Performance User's Manual (Canada)
EMV Common Payment Application Specifications
EMV Integrated Circuit Card Specifications for Payment Systems (EMV)
Fraud Reporting System (FRS) User's Guide
Global Chip Fallback Monitoring Program Guide
Global Security Validation Requirements for Over-the-Air Secure Element Personalization Vendors
Interchange Reimbursement Fee Compliance Process Guide
International Automated Referral Service (IARS) User's Guide
International Transactions Guide
LAC Domestic IRF Guides (for Bahamas, Belize, Bolivia, Brazil, Cayman Islands, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Jamaica, Mexico, Nicaragua, OECS AreaNet, Panama, Paraguay, Peru, Puerto Rico, Trinidad & Tobago, Venezuela)
LAC Interregional IRF Guide

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#### Visa Core Rules and Visa Product and Service Rules

Title
LAC Intraregional IRF Guide
Merchant Fraud Performance Program – Program Guide
National Net Settlement Service Description
Original Credits Member Requirements
Payment Application Data Security Standard (PA-DSS)
Payment Card Industry (PCI) Card Production – Logical Security Requirements
Payment Card Industry (PCI) Card Production – Physical Security Requirements
Payment Card Industry Data Security Standard (PCI DSS)
Payment Technology Standards Manual
PCI PIN Transaction Security (PTS) – PIN Security Requirements
PCI PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements
Third Party Agent Due Diligence Risk Standards
Transaction Acceptance Device Requirements
US Interchange Reimbursement Fee Rate Qualification Guide
V.I.P. System BASE I Processing Specifications
V.I.P. System BASE I Technical Specifications, Volume 1
V.I.P. System BASE I Technical Specifications, Volume 2
V.I.P. System Overview
V.I.P. System Reports
V.I.P. System Services, Volume 1
V.I.P. System Services, Volume 2
V.I.P. System SMS ATM Processing Specifications (International)
V.I.P. System SMS ATM Technical Specifications, Volume 1
V.I.P. System SMS ATM Technical Specifications, Volume 2
V.I.P. System SMS Interlink Member Implementation Guide
V.I.P. System SMS Interlink Technical Specifications
V.I.P. System SMS POS (Visa & Visa Electron) Processing Specifications (International)
V.I.P. System SMS POS (Visa & Visa Electron) Technical Specifications, Volume 1

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#### Visa Supplemental Requirements

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V.I.P. System SMS POS (Visa & Visa Electron) Technical Specifications, Volume 2
V.I.P. System SMS Processing Specifications (U.S.)
Verified by Visa Dispute Resolution Guide
Verified by Visa Issuer Implementation Guide
Verified by Visa Merchant and Acquirer Implementation Guide
Visa Acquirer Risk Management Guide
Visa Acquirer Risk Program Standards Guide
Visa Advanced ID Solutions (VAIS) User Guide and Best Practices
Visa Alerts Platform: Service Description for Issuers
Visa Alerts Platform: Visa Alerts Service – Technical Implementation Guide – Issuer
Visa Alerts Platform: Web Services Specifications
Visa Alerts Platform: White Label Website Issuer Specifications
Visa Asia Pacific Fee Schedule
Visa Asia Pacific Merchant Fraud Performance Program Guide
Visa Canada Debit Card – Technical Specifications
Visa Canada Fee Schedule
Visa Canada Interchange Guide
Visa CEMEA Fee Schedule
Visa Chip Security Program – Security Testing Process
Visa Cloud-Based Payments Contactless Specifications
Visa Cloud-Based Payments Program Minimum Requirements and Guidelines
Visa Contactless Payment Service – Visa Asia Pacific Reader Interface Specification
Visa Contactless Payment Service – Visa Asia Pacific Reader Specification
Visa Contactless Payment Service – Visa Asia Pacific Terminal Specification
Visa Contactless Payment Specification
Visa Direct Exchange Message Gateway Service Implementation Guide
Visa Direct Exchange Open File Delivery Service Implementation Guide
Visa Extended Access Endpoint Guide

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#### Visa Core Rules and Visa Product and Service Rules

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Visa Extras Implementation Guide
Visa Extras Service Description
Visa File Exchange Service Implementation Guide
Visa Global Acquirer Risk Standards
Visa Global Brand Protection Program Guide for Acquirers
Visa Global Compromised Account Recovery (GCAR) Guide
Visa Global Instant Card Personalization Issuance Security Standards
Visa Global Merchant Chargeback Monitoring Program (GMCMP) Program Guide
Visa Global Physical Security Validation Requirements for Data Preparation, Encryption Support and Fulfillment Card Vendors
Visa Global Security Requirements for Secure Element Vendors and OTA Service Providers
Visa Government and Education Payment Program Guide
Visa Government-to-Government (G2G) Program Guide
Visa Inc. PIN Debit Gateway Service Member Implementation Guide
Visa Integrated Circuit Card Specification (VIS)
Visa International Prepaid Retail Channel Guidelines
Visa LAC Fee Schedule
Visa Merchant Data Standards Manual
Visa Merchant Direct Exchange Service Description
Visa Merchant Trace System Participation Requirements
Visa Mobile Contactless Payment Specification (VMCPS)
Visa Mobile Gateway Issuer Update Functional Specification
Visa Mobile Gateway Issuer Update Protocol Specification
Visa Mobile Gateway Logical and Physical Security Requirements
Visa Mobile Gateway Secure Channel Functional Specification
Visa Mobile Gateway Secure Channel Protocol Specification
Visa Mobile Prepaid Implementation Guide
Visa Multinational Program Guide

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#### Visa Supplemental Requirements

Title
Visa Partial Authorization Service Description and Implementation Guide
Visa Payment Controls Web Services Implementation Guide
Visa Payment Controls White Label Implementation Guide
Visa Personal Payments Money Transfer – Global Implementation Guide
Visa PIN Security Program Guide
Visa Product Brand Standards
Visa ReadyLink Service Description and Implementation Guidelines
Visa Settlement Funds Transfer Guide
Visa Settlement Match (VSM) Implementation Guide
Visa Smart Debit/Credit Personalization Requirements for U.S. Implementations
Visa Smart Debit/Credit System Technical Manual
Visa U.S. Debt Repayment Incentive Interchange Program Guide
Visa U.S.A. Card Benefits Rules and Regulations Guide
Visa U.S.A. Fee Schedule
Visa U.S.A. Interchange Reimbursement Fees
Visa USA Prepaid Issuer Risk Program Standards Guide
Visa Utility Interchange Reimbursement Fee Program Guide
VisaNet Settlement Service (VSS) User's Guide, Volume 1, Specifications
VisaNet Settlement Service (VSS) User's Guide, Volume 2, Reports
What To Do If Compromised

ID# 150415-151014-0028043





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## Part 4: Glossary



## Glossary

Glossary

Visa Core Rules and Visa Product and Service Rules

## Glossary

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Term	Definition	ID#
<b>0-9</b>		
<b>3-D Secure</b>	A Visa-approved Authentication Method that is the global authentication standard for Electronic Commerce Transactions.	010410-010410-0024200
<b>3-D Secure Specification</b>	<p>A software protocol that enables secure processing of Transactions over the Internet and other networks.</p> <p>The 3-D Secure Specification includes:</p> <ul style="list-style-type: none"> <li>• <i>3-D Secure Protocol Specification Core Functions</i></li> <li>• <i>3-D Secure Functional Requirements Access Control Server</i></li> <li>• <i>3-D Secure Functional Requirements Merchant Server Plug-in</i></li> <li>• <i>3-D Secure Security Requirements Enrollment Servers and Access Control Servers</i></li> <li>• In the US Region, <i>3-D Secure US Region Supplemental Functional Requirements – Access Control Server</i></li> </ul>	151014-010410-0024203
<b>A</b>		
<b>Accelerated Connection Platform</b>	An optional Visa program for Acquirers that enables direct delivery through VisaNet of value-added services to the Point-of-Transaction at participating Merchants. The Accelerated Connection Platform is only available to qualifying Merchants of participating Acquirers and through a validated, participating Visa Point-of-Sale Solutions Program payment technology provider.	151014-010412-0026996
<b>Accelerated Connection Platform Guides</b>	<p>A suite of guides that includes:</p> <ul style="list-style-type: none"> <li>• <i>Accelerated Connection Platform Client Implementation Guide</i></li> <li>• <i>Accelerated Connections Platform Acquirer Merchant Activation Guide</i></li> </ul>	151014-140912-0027385
<b>Acceptance Mark – US Region</b>	A Visa-Owned Mark that denotes Point-of-Transaction acceptance for payments and Cash Disbursements.	151014-010410-0024205

## Glossary

### Glossary

#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Access Fee</b>	A fee that is assessed by an Acquirer to a Cardholder for a Cash Disbursement.	150415-180409-0024207
<b>Account Data Compromise Event</b>	<p><b>Effective through 14 January 2015</b></p> <p>An event in which a security breach puts account data at risk of being stolen.</p> <p><b>Effective 15 January 2015</b></p> <p>An event in which account data is put at risk.</p>	150415-150512-0026743
<b>Account Funding Transaction</b>	A Transaction that transfers funds from a Visa account to another account.	050411-010410-0024213
<b>Account Funding Transaction – US Region</b>	An Electronic Commerce Transaction that meets the Account Funding Transaction requirements specified in the Visa Rules.	151014-010410-0024214
<b>Account Information Security Program</b>	<p>A program managed by Visa that defines the standards of due care and enforcement for protecting sensitive Cardholder information and supports both:</p> <ul style="list-style-type: none"> <li>• Payment Card Industry Data Security Standard (PCI DSS)</li> <li>• Payment Card Industry Payment Application Data Security Standard (PA-DSS)</li> </ul>	151014-200509-0024215
<b>Account Level Processing – AP Region, Canada Region, and CEMEA Region</b>	<p>An optional service provided by Visa that enables an Issuer:</p> <ul style="list-style-type: none"> <li>• To manage select product-based services at the 16-digit Account Number level instead of the BIN level</li> <li>• To dynamically move Card products up and down the product spectrum without having to change the associated Account Number</li> </ul>	151014-010410-0027308
<b>Account Number</b>	An Issuer-assigned number that identifies an account in order to post a Transaction.	010410-010410-0024216
<b>Account Number Verification</b>	A process by which a Member or its VisaNet Processor determines, using a currency unit of zero, if there is negative information on an Account Number in the Exception File for Transactions that do not require Authorization.	111011-010410-0024217
<b>Account Number Verification Service – US Region</b>	<p>A service that:</p> <ul style="list-style-type: none"> <li>• Is available to a Merchant's Authorizing Processor that has a computer interface with BASE I</li> <li>• Electronically verifies whether negative Account Number information is listed on the Exception File</li> </ul>	151014-010410-0024218

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Account-Number-Verifying Terminal – US Region</b>	A Point-of-Transaction Terminal that: <ul style="list-style-type: none"> <li>• May be required at specified high-risk locations</li> <li>• Reads the Account Number encoded on the Magnetic Stripe or Chip</li> <li>• Compares the last 4 digits of the encoded Account Number to the key-entered last 4 digits of the embossed or printed Account Number</li> <li>• Transmits the full, unaltered contents of the Magnetic Stripe or Chip in the Authorization Message</li> </ul>	151014-010410-0024210
<b>Acquirer</b>	A Member that signs a Merchant or Payment Facilitator or disburses currency to a Cardholder in a Cash Disbursement, and directly or indirectly enters the resulting Transaction Receipt into Interchange.	151014-010410-0024219
<b>Acquirer Activity File</b>	A file that an Acquirer maintains of approved and declined Authorization Requests from other Members' Cardholders.	010410-010410-0024220
<b>Acquirer Chip Rate</b>	An Interregional Interchange Reimbursement Fee paid for any Transaction that meets the Electronic Rate requirements and is initiated by a Magnetic-Stripe-only Card at a Chip-Reading Device.	010410-010410-0024221
<b>Acquirer Confirmation Advice – US Region</b>	A message specifying the final Transaction amount for a Status Check Procedure Transaction.	151014-201012-0026794
<b>Acquirer Device Validation Toolkit (ADVT)</b>	A set of cards or simulated cards and test scenarios used to validate new or upgraded EMV Chip-Reading Devices.	010410-010410-0024222
<b>Acquirer Monitoring Program – US Region</b>	A program that monitors an Acquirer's Fraud Activity level and provides reports to the Acquirer when its Fraud Activity level exceeds established thresholds.	151014-010410-0024224
<b>Acquirer Processor – Canada Region</b>	A Non-Member Agent or Processor that a Member has engaged to support its Visa acquiring business.	010410-010410-0024225
<b>Acquirer Reference Number</b>	A 23-digit identification number included in a BASE II Clearing Record. See Tracing Data.	151014-010410-0024226
<b>Acquisition</b>	The purchase of a Member organization by another organization where the acquired Member's charter remains intact.	111011-010410-0024229

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Activation and Load Service</b>	A Visa processing service that enables the activation of a Visa Prepaid Card and the activation at a Prepaid Partner of funds associated with a Load Transaction to a Visa Prepaid Card.	151014-010410-0025556
<b>Activity File</b>	A V.I.P. System file used for Stand-In Processing that contains accumulated Transaction activity processed for a Cardholder within a specified time period.	151014-010410-0024233
<b>Activity File Parameter</b>	A maximum limit that an Issuer establishes on the number and value of Transactions that Visa may authorize on its behalf.	151012-010410-0024234
<b>Address Verification Service – Canada Region</b>	An optional VisaNet service through which a Merchant can verify a Cardholder's billing address before completing a Transaction in a Card-Absent Environment.	010410-010410-0024237
<b>Address Verification Service – US Region</b>	<p>A VisaNet service through which a Merchant verifies a Cardholder's billing address before completing any of the following:</p> <ul style="list-style-type: none"> <li>• A Mail/Phone Order Transaction or an Electronic Commerce Transaction where merchandise or airline tickets will be delivered to the Cardholder or the Cardholder's designee, or where services were purchased</li> <li>• A CPS/Retail Key-Entry Transaction</li> <li>• A CPS/Account Funding Transaction or CPS/e-Commerce Basic Transaction</li> <li>• A CPS/e-Commerce Preferred Retail Transaction</li> <li>• A CPS/e-Commerce Preferred Hotel and Car Rental Transaction</li> <li>• An Automated Fuel Dispenser Transaction (ZIP-only inquiry)</li> <li>• A Face-To-Face Environment Transaction if the Merchant has been qualified by Visa to use the Address Verification Service (ZIP-only inquiry)</li> <li>• A Transaction at an Unattended Cardholder-Activated Terminal assigned MCC 4111 (Local and Suburban Commuter Passenger Transportation, Including Ferries) or 4112 (Passenger Railways) (ZIP-only inquiry).</li> </ul>	151014-080813-0024238
<b>Address Verification Service Authentication Request – Canada Region</b>	A request to verify a Cardholder's billing address through the Address Verification Service.	010410-010410-0024239

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Adjustment</b>	A Single Message System message used to partially or fully negate or cancel a transaction that has been sent through Interchange in error.	010410-010410-0024241
<b>Advance Deposit Service</b>	A service that a Hotel or Cruise Line provides to a Cardholder, allowing use of a Visa Card to pay an advance deposit required by the Merchant to reserve accommodations.	151014-010410-0024246
<b>Advance Deposit Transaction</b>	A Transaction that a Hotel or Cruise Line completes, resulting from a Cardholder's agreement to use a Visa Card for payment of an advance deposit to reserve accommodations.	151014-010410-0024247
<b>Advance Payment Service – US Region</b>	A Visa service that allows a Cardholder to use a Card for a partial or full advance payment for recreational services or activities provided by an Advance Payment Service Merchant.	151014-010410-0024250
<b>Advance Payment Service Merchant – US Region</b>	A non-T&E Merchant participating in the Advance Payment Service whose primary function is to provide recreational services related to tourism and travel, such as the purchase of provisions and transport equipment, or hiring of staff before the scheduled services.	151014-010410-0024251
<b>Advance Payment Service Transaction – US Region</b>	A Transaction completed by an Advance Payment Service Merchant.	151014-010410-0024252
<b>Advanced Resolution Services, Inc. – US Region</b>	A wholly-owned subsidiary of Visa U.S.A. that provides Members with services such as Advanced ID Solutions and Strategic Bankruptcy Solutions.	151014-010410-0024245
<b>Advice File</b>	A file listing Authorization Responses issued by Stand-In Processing on behalf of Issuers.	111011-010410-0024253
<b>Advice Limit</b>	An Issuer-selected dollar amount below which Authorization Requests for purchase Transactions are checked against the Exception File. No Advice File records are created, and the Activity File is not checked or updated. The Issuer's Advice Limit must not exceed the Issuer Limit.	010410-010410-0024254
<b>Affiliate – US Region</b>	A Member or Licensee of Visa International or a Member of Visa U.S.A.	151014-010410-0024257
<b>Affinity/Co-Brand Merchant</b>	A Merchant that is affiliated with an Affinity/Co-Brand Partner.	151013-010413-0027358

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Affinity/Co-Brand Partner</b>	A non-Member entity that enters into a contractual agreement with an Issuer for the issuance of Affinity/Co-Branded Cards bearing the Affinity/Co-Brand Partner's Trade Name or Mark.	151013-010413-0027359
<b>Affinity/Co-Brand Program</b>	A program resulting from a contractual relationship between an Issuer and one or more Affinity/Co-Brand Partners for the issuance of Affinity/Co-Branded Cards.	151013-010413-0027360
<b>Affinity/Co-Branded Card</b>	A Visa Card bearing the Trade Name or Mark of an Affinity/Co-Brand Partner(s).	151013-010413-0027361
<b>Agent</b>	An entity that acts as a VisaNet Processor, a Third Party Agent, or both.	111011-010100-0025920
<b>Agent Reference File – US Region</b>	A file maintained by Visa containing information about Third Party Agents.	151014-010410-0024269
<b>Aggregated Transaction</b>	A Transaction that combines all purchases made by the same Cardholder on the same Visa Account Number during a defined time period and up to a defined amount into a single Transaction before submitting it for Clearing.	150413-010410-0024270
<b>AID – Canada Region</b>	Application Identifier.	010410-010410-0024272
<b>Airline</b>	Either: <ul style="list-style-type: none"> <li>• A passenger airline Merchant</li> <li>• Its authorized agent that sells airline tickets on behalf of the airline</li> </ul>	150413-010410-0024273
<b>Airline Authorizing Processor</b>	A Visa-approved non-Member whose primary function is to provide reservation and Authorization services for Airline Transactions, or travel-related services that include the purchase of an Airline ticket.	151014-010410-0024274
<b>Airline Ticket Identifier</b>	<p><b>Effective through 16 October 2014</b></p> <p>A 13-digit number on an Airline Transaction Receipt comprising either:</p> <ul style="list-style-type: none"> <li>• The servicing carrier code and a transmission control number, excluding the check-digit, if the Airline ticket is printed on a transitional automated ticket form</li> </ul>	150415-010410-0024278



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>A carrier number, form number, and serial number, excluding the check-digit, if the Airline ticket is printed on an automated ticket/boarding pass form</li> </ul> <p><b>Effective 17 October 2014</b></p> <p>A unique value (for example: carrier code or number, ticket serial number, transmission control number) of up to 13 characters that identifies the purchase of an Airline ticket.</p>	
<b>Airline/Railway Ticket Identifier – US Region</b>	<p><b>Effective through 16 October 2014</b></p> <p>A 13-digit number on an Airline or railway Transaction Receipt comprising either:</p> <ul style="list-style-type: none"> <li>The servicing carrier code and a transmission control number, excluding the check-digit, if the ticket is printed on a transitional automated ticket form</li> <li>A carrier number, form number, and serial number, excluding the check-digit, if the ticket is printed on an automated ticket/boarding pass form</li> </ul>	150415-010410-0024277
<b>Alert – US Region</b>	A Notification to an Acquirer that its Fraud Activity-to-sales ratio exceeds Visa-specified Acquirer Monitoring Program Alert thresholds.	151014-010410-0024279
<b>Ancillary Purchase Transaction</b>	<p><b>Effective 17 October 2014</b></p> <p>The purchase of goods and services, other than a passenger ticket, completed at an Airline or a US passenger railway Merchant.</p>	150415-171014-0029155
<b>Anti-Money Laundering Program – US Region</b>	A program that a Member implements and maintains to prevent money laundering and terrorist financing.	151014-010410-0024280
<b>AP</b>	Asia-Pacific.	010410-010410-0024281
<b>Application Identifier – Canada Region</b>	An EMV-compliant identifier that specifies a unique payment application contained in a Compliant Chip Card.	010410-010410-0024283
<b>Application Identifier – US Region</b>	An EMV-compliant identifier that specifies a unique payment application contained in a Chip Card.	151014-250413-0027581

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Application Selection Flag – Canada Region</b>	An EMV-compliant Canadian payment industry specification that allows an Issuer to control which payment applications contained in a Compliant Chip Card can process a Transaction at a POS or an ATM.	151014-010410-0024284
<b>Application Transaction Counter – US Region</b>	An application on a Contactless Card that sequentially tracks the number of times the Chip is read and that is used by the Issuer during the Authorization process.	151014-010410-0024286
<b>Approval Response</b>	An Authorization Response where the Transaction was approved.	010410-010410-0024287
<b>Approved Fulfillment Vendor</b>	An entity approved by Visa to package, store, or ship Visa Products that is not an Approved Manufacturer or Approved Personalizer as specified in the Approved Vendor Program.	111011-010100-0025522
<b>Approved Manufacturer</b>	An entity approved by Visa to manufacture or print Visa Products.	050411-010410-0024288
<b>Approved Personalizer</b>	An entity approved by Visa to personalize Visa Products.	111011-010100-0025523
<b>Approved Vendor</b>	An entity approved by Visa to act as a manufacturer, a personalizer, or an encryption support or a fulfillment vendor.	151014-010410-0025521
<b>Arbitration</b>	A process where Visa determines financial liability between Members for Interchange Transactions that are presented and charged back.	010410-010410-0024289
<b>Arbitration and Compliance Committee</b>	A Visa committee that resolves certain disputes between Members that arise from Chargebacks or from violations of the Visa Rules.	151014-010410-0024290
<b>ASF – Canada Region</b>	Application Selection Flag.	010410-010410-0024291
<b>Associate-Type Member</b>	<p>A Member of Visa with rights and responsibilities, as defined in the applicable Visa Charter Documents, that is either an:</p> <ul style="list-style-type: none"> <li>• Associate, as defined in the applicable Visa Charter Documents</li> <li>• Acquiring Associate, as defined under the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(e)</li> </ul>	151014-010410-0024293

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Assuming Organization – US Region</b>	The entity that assumes the Visa programs of a failed Member upon regulatory closure of that failed Member.	151014-080514-0025754
<b>ATM</b>	An unattended Magnetic-Stripe or Chip-reading Terminal that has Electronic Capability, accepts PINs, and disburses currency.	010410-010410-0024295
<b>ATM Acceptance Mark – US Region</b>	An Acceptance Mark that denotes Card acceptance at an ATM.	151014-010410-0024297
<b>ATM Acquirer</b>	An Acquirer that provides ATM services.	010410-010410-0024298
<b>ATM Cash Disbursement</b>	A Cash Disbursement obtained at an ATM for which the Cardholder's PIN is accepted.	151013-140813-0024299
<b>ATM Operator – US Region</b>	An entity authorized by a Member or its Agent to originate a Transaction through the connection of an ATM to the Visa ATM Network and that displays an Acceptance Mark. An ATM Operator owns, operates, or leases ATMs that are connected to the Visa ATM Network and may either or both: <ul style="list-style-type: none"> <li>• Receive revenue from the Interchange process or from fees assessed with Transactions</li> <li>• Manage cryptographic functions or stock ATMs with cash</li> </ul>	151014-010410-0024301
<b>Attempt Response</b>	A message from a Verified by Visa Issuer in response to an Authentication Request, indicating that the Issuer or Cardholder is not participating in Verified by Visa.	150413-010410-0024302
<b>Authentication</b>	A cryptographic process that validates the identity and integrity of Chip data.	010410-010410-0024303
<b>Authentication Confirmation</b>	A message from a Verified by Visa Issuer in response to an Authentication Request confirming Cardholder authentication.	150413-010410-0024304
<b>Authentication Data</b>	All Transaction-related data associated with a Verified by Visa Authentication Request.	150413-150312-0026423
<b>Authentication Denial</b>	A message sent by a Verified by Visa Issuer in response to an Authentication Request, that denies Cardholder authentication.	150413-010410-0024306

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Authentication History Server</b>	A Visa-operated database of all Verified by Visa Authentication Records.	151014-010410-0024307
<b>Authentication Mechanism</b>	A Visa-approved method that validates a participant's identity in an Electronic Commerce Transaction. Authentication Mechanisms include, but are not limited to: <ul style="list-style-type: none"> <li>• Password</li> <li>• Digital Certificate</li> </ul>	010410-010410-0024309
<b>Authentication Method</b>	A Visa-approved protocol, such as Verified by Visa, that meets the minimum standards for authenticating a Cardholder in an Electronic Commerce Transaction.	151014-010410-0024310
<b>Authentication Record</b>	A record of the Verified by Visa authentication status from a Verified by Visa Issuer in response to an Authentication Request.	150413-010410-0024311
<b>Authentication Request</b>	A request for Cardholder authentication from a Verified by Visa Merchant.	150413-010410-0024313
<b>Authentication Response</b>	A response from a Verified by Visa Issuer, or Visa on behalf of an Issuer, in response to an Authentication Request. Authentication Responses include: <ul style="list-style-type: none"> <li>• Attempt Responses</li> <li>• Authentication Confirmations</li> <li>• Authentication Denials</li> <li>• Unable-to-Authenticate Responses</li> </ul>	150413-150312-0026811
<b>Authorization</b>	A process where an Issuer, a VisaNet Processor, or Stand-In Processing approves a Transaction. This includes Offline Authorization.	080411-010410-0024316
<b>Authorization and Settlement Match</b>	<p><b>Effective through 14 October 2014</b></p> <p>In the US Region, an optional Visa service offered to Issuers in connection with Visa Purchasing Card Commercial Payables Transactions. This service allows Visa to edit for an exact match between the amount in the Authorization Request and the corresponding Clearing Record. The service applies only to Transactions conducted at a non-T&amp;E Merchant as specified in the <i>Visa Settlement Match (VSM) Implementation Guide</i>.</p> <p><b>Effective 15 October 2014</b></p>	150415-151014-0026823

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	An optional Visa service offered to Issuers in connection with Visa Purchasing Card Commercial Payables Transactions which allows Visa to edit for an exact match between the amount in the Authorization Request and the corresponding Clearing Record. The service applies only to Transactions conducted at a non-T&E Merchant or Lodging Merchant as specified in the <i>Visa Settlement Match (VSM) Implementation Guide</i> .	
<b>Authorization Code</b>	A code that an Issuer, its VisaNet Processor, or Stand-In Processing provides to indicate approval of a Transaction. The code is returned in the Authorization Response message and is usually recorded on the Transaction Receipt as proof of Authorization.	010410-010410-0024317
<b>Authorization Preferred Visa Prepaid Card</b>	A Visa Prepaid Card bearing the Visa Brand Mark or Visa Brand Mark with the Electron Identifier that has a Service Code denoting "Online Authorization mandatory" encoded on the Magnetic Stripe.	151014-010410-0024318
<b>Authorization Request</b>	A Merchant or Acquirer request for an Authorization.	151014-010410-0024319
<b>Authorization Request Cryptogram</b>	An application Cryptogram generated by a Chip Card when requesting Online Authorization.	111011-150410-0025502
<b>Authorization Response</b>	An Issuer's reply to an Authorization Request or Account Number Verification that refers to the following types of Authorization Responses: <ul style="list-style-type: none"> <li>• Approval Response</li> <li>• Decline Response</li> <li>• Pickup Response</li> <li>• Referral Response</li> </ul>	111011-010410-0024321
<b>Authorization Response – US Region</b>	An Issuer, Authorizing Processor, or Stand-In Processing reply to an Authorization Request or Account Number Verification. The Visa Rules refer to the following types of Authorization Response: <ul style="list-style-type: none"> <li>• Approval Response</li> <li>• Decline Response</li> <li>• Pickup Response</li> <li>• Referral Response</li> </ul>	151014-010410-0025500

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Authorization Reversal</b>	A VisaNet message that negates an Approval Response previously sent through the V.I.P. System, as specified in the Visa Rules. An Authorization Reversal may be for the full amount of the previous Authorization or an amount less than the previous Authorization amount.	151014-010410-0025601
<b>Authorizing Member – US Region</b>	See Authorizing Processor – US Region.	151014-010410-0024323
<b>Authorizing Processor – US Region</b>	A Member or its VisaNet Processor that provides Authorization services for Merchants or other Members. This definition does not imply or confer membership rights as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i> , Article II.	151014-010410-0024324
<b>Auto Rental Collision Damage Waiver</b>	A Visa Card feature that provides collision or loss damage insurance on car rental Transactions to Visa Cardholders.	151014-010410-0024453
<b>Automated Fuel Dispenser</b>	An Unattended Cardholder-Activated Terminal that dispenses only fuel such as gasoline, diesel fuel, or propane.	151012-010410-0024328
<b>B</b>		
<b>Balance Inquiry</b>	A Cardholder request for an account balance that is initiated at an ATM and processed as a separate, non-financial transaction.	151014-010410-0024334
<b>Balance Inquiry Service</b>	An ATM service that allows a Cardholder to check an account balance through VisaNet.	151014-010410-0024335
<b>Bank Identification Number – US Region</b>	See BIN.	151014-010410-0024339
<b>Bankruptcy Information Service – US Region</b>	A Strategic Bankruptcy Solutions service that identifies both: <ul style="list-style-type: none"> <li>• Visa and non-Visa card applicants</li> <li>• Cardholders and non-Visa cardholders who have filed bankruptcy</li> </ul>	151014-010410-0024337
<b>Bankruptcy Retrieval Service – US Region</b>	A service that both: <ul style="list-style-type: none"> <li>• Collects and validates certain data contained in bankruptcy filings obtained from bankruptcy courts</li> </ul>	151014-010410-0024338

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>Transmits this data on a scheduled basis to the Strategic Bankruptcy Solutions system</li> </ul>	
<b>BASE I</b>	A component of the V.I.P. System that provides Authorization-related services for Transactions that are subsequently cleared and settled through BASE II.	050411-010410-0024343
<b>BASE II</b>	A VisaNet system that provides deferred Clearing and Settlement services to Members.	010410-010410-0024341
<b>BASE II Software – US Region</b>	Software developed for use in connection with BASE II.	151014-010410-0024342
<b>Basic Currency Conversion Rate</b>	A rate selected by Visa from the range of rates available in wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa itself receives, or the government-mandated rate in effect for the applicable Processing Date.	151014-010410-0024345
<b>Bill Payment Transaction – US Region</b>	<p>A Transaction that results from an agreement between a Cardholder and a Merchant made in advance of the Cardholder being billed for goods or services conducted within an ongoing service cycle. Transactions may occur monthly or on a periodic basis. Such Transactions include:</p> <ul style="list-style-type: none"> <li>Single payments initiated by the Cardholder in either a Face-to-Face Environment or Card-Absent Environment</li> <li>Recurring Transactions</li> <li>Installment Billing Transactions</li> </ul>	151014-010410-0024350
<b>Billing Currency</b>	The currency in which an Issuer bills a Cardholder for Transactions. If the Billing Currency is the euro or one of its national currency units, either may be used for Chargeback or statementing purposes.	151014-010410-0024349
<b>BIN</b>	A 6-digit number assigned by Visa and used to identify a Member or VisaNet Processor for Authorization, Clearing, or Settlement processing.	010410-010410-0024351
<b>BIN Licensee</b>	A Member or non-Member VisaNet Processor that is allocated responsibility by Visa for a specific BIN, as specified in the Visa Rules and applicable Visa Charter Documents.	151014-010410-0024352
<b>BIN User</b>	A Member authorized to use a BIN licensed to its Sponsor, as specified in the Visa Rules.	151014-010410-0025530

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Board</b>	See Board of Directors.	010410-010410-0024353
<b>Board of Directors</b>	One of the following, as applicable: <ul style="list-style-type: none"> <li>• Visa Inc. Board of Directors</li> <li>• Visa International Board of Directors</li> <li>• Visa U.S.A. Board of Directors</li> <li>• Visa Canada Board of Directors</li> <li>• Visa International Servicios de Pago España, S.R.L.U. Board of Directors</li> <li>• Visa Worldwide Board of Directors</li> </ul>	151014-010410-0024354
<b>Branch</b>	The office of a Member where Manual Cash Disbursements may be made and Cards may be issued.	150415-010410-0024355
<b>C</b>		
<b>Campus Card – US Region</b>	<b>Effective 1 October 2014</b> A Visa Debit Card or Visa Prepaid Card issued to a student, staff member, or faculty member of an educational organization in the US Region that both: <ul style="list-style-type: none"> <li>• Bears the Visa Mark</li> <li>• Includes one or more of the following applications: identification, building access, library access, or a proprietary closed-loop payment application for use only within a college or university system</li> </ul>	150415-011014-0024358
<b>CAMS</b>	The reporting system used by Visa to notify Issuers outside of the Visa Europe Territory of Account Numbers that may have been compromised.	151014-150512-0026038
<b>CAMS Alert</b>	A Notification sent through CAMS to alert Issuers of Account Numbers involved in a potential Account Data Compromise Event.	151014-150512-0026061
<b>CAMS Event</b>	An Account Data Compromise Event where one CAMS Alert or multiple, related CAMS Alerts are sent notifying Issuers of Account Numbers involved in a potential compromise.	151013-150512-0026062



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Car Rental Company</b>	A Merchant whose primary business is the rental of passenger vehicles at either a corporate or franchise location or at locations of licensees bearing the name of the corporate entity.	151014-010410-0024404
<b>Car Rental Merchant – US Region</b>	See Car Rental Company.	151014-010410-0024405
<b>Card</b>	A valid Visa Card, Visa Electron Card, or Proprietary Card bearing the Plus Symbol.	010410-010410-0024365
<b>Card Distribution Point</b>	A location, other than a Branch, where a Visa Product may be sold or distributed, including, but not limited to: <ul style="list-style-type: none"> <li>• Merchant Outlets that sell Visa Prepaid Cards</li> <li>• Corporate entities that distribute Cards to employees for the purpose of payroll, incentives, or benefits</li> </ul>	151014-010410-0024387
<b>Card Personalization – US Region</b>	The process that includes the embossing, printing, or encoding of a Visa Card or the embedding or initializing of a Chip on a Visa Card.	151014-010410-0024389
<b>Card Recovery Bulletin</b>	A directory of blocked Account Numbers listed on the Exception File, intended for distribution to Merchants. The Card Recovery Bulletin may take one of the following forms: <ul style="list-style-type: none"> <li>• National Card Recovery Bulletin</li> <li>• National Card Recovery File</li> <li>• Regional Card Recovery File</li> </ul>	151014-010410-0024390
<b>Card Recovery Bulletin Listing</b>	A single Account Number that an Issuer requests to be included in a specified Card Recovery Bulletin Region.	010410-010410-0024391
<b>Card Recovery Bulletin Region</b>	A geographical area comprising countries where a given set of Card Recovery Bulletin Listings is effective for a specified period.	010410-010410-0024392
<b>Card Recovery Bulletin Service</b>	A service where an Issuer notifies Acquirers of blocked Account Numbers. The service comprises distribution of both: <ul style="list-style-type: none"> <li>• A printed Card Recovery Bulletin</li> <li>• The Regional Card Recovery File</li> </ul>	010410-010410-0024395
<b>Card Verification Service</b>	A VisaNet service where Visa validates the Card Verification Value in an Authorization Request on behalf of an Issuer.	010410-010410-0024398

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Card Verification Value</b>	A unique check value encoded on the Magnetic Stripe of a Card to validate Card information during the Authorization process. The Card Verification Value is calculated from the data encoded on the Magnetic Stripe using a secure cryptographic process.	010410-010410-0024399
<b>Card Verification Value 2</b>	A unique check value printed on the back of a Card, which is generated using a secure cryptographic process, as specified in the <i>Payment Technology Standards Manual</i> .	151014-010410-0024400
<b>Card Verification Value 2 – US Region</b>	A unique check value generated using a secure cryptographic process, as specified in the <i>Payment Technology Standards Manual</i> , that is indent-printed on the back of a Visa Card or provided to a Virtual Account Holder.	151014-010410-0024401
<b>Card-Absent Environment</b>	An environment where a Transaction is completed under both of the following conditions: <ul style="list-style-type: none"> <li>• Cardholder is not present</li> <li>• Card is not present</li> </ul>	010410-010410-0024362
<b>Card-Present Environment</b>	An environment that comprises the conditions of either the Face-to-Face or Unattended Environments.	010410-010410-0024363
<b>Cardholder</b>	An individual who is issued and authorized to use either or both a: <ul style="list-style-type: none"> <li>• Card</li> <li>• Virtual Account</li> </ul>	151014-010410-0024372
<b>Cardholder Access Device</b>	A terminal, personal computer, or other device that a Cardholder uses to initiate an Electronic Commerce Transaction.	010410-010410-0024374
<b>Cardholder Authentication Verification Value</b>	A unique value transmitted in response to an Authentication Request.	150413-010410-0024375
<b>Cardholder Information Security Program – US Region</b>	A program developed by Visa that defines the standard of due care and enforcement for protecting sensitive Cardholder information. Program requirements are available from Visa or online at <a href="http://www.visa.com/cisp">http://www.visa.com/cisp</a> .	151014-010410-0024378
<b>Cardholder Inquiry Service</b>	A service that assists Cardholders in reaching their Issuer when calling the Visa Global Customer Care Services for account information.	151014-010410-0024379

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Cardholder Maintenance File – US Region</b>	A file containing Cardholder names, addresses, and account information provided to Visa and used for various account-related activities.	151014-010410-0024380
<b>Cardholder Verification</b>	The process of validating a Cardholder's identity through verification of the Cardholder's signature or PIN and other methods as required in the Visa Rules (for example: Cardholder identification for Manual Cash Disbursements).	151014-010410-0024381
<b>Cardholder Verification Method</b>	Instructions encoded within a Chip that define how the authenticity of a Cardholder's identity is to be verified.	010410-010410-0024382
<b>Cardholder Verification Method List</b>	An Issuer-defined list contained within a Chip establishing the hierarchy of preferences for verifying a Cardholder's identity.	010410-010410-0024383
<b>Cash Disbursement</b>	Currency, including travelers cheques, paid out to a Cardholder using a Card, excluding Cash-Back.	010410-010410-0024407
<b>Cash Disbursement Fee</b>	A fee paid by an Issuer to an Acquirer for performing a Cash Disbursement.	010410-010410-0024409
<b>Cash Disbursement Transaction Receipt</b>	A Transaction Receipt evidencing a Manual Cash Disbursement.	010410-010410-0024412
<b>Cash-Back</b>	Cash obtained from a Visa or Visa Electron Merchant through use of a Visa or Visa Electron Card, in conjunction with, and processed as, a Retail Transaction.	010410-010410-0024406
<b>CEMEA</b>	Central and Eastern Europe, Middle East, and Africa.	010410-010410-0024413
<b>Center</b>	A Member or VisaNet Processor facility where Authorization, Clearing, Settlement, or other related activities take place.	010410-010410-0024415
<b>Central Bank</b>	A government agency responsible for the supervision and operation of banking activities for the national government. Central Bank activities generally include maintaining reserve accounts required of depository institutions, regulating money supply, transferring funds, and acting as fiscal agent for the government.	010410-010410-0024418
<b>Central Reservation Service – US Region</b>	An entity that acts as a reservations resource for various geographically contiguous lodging establishments.	151014-010410-0024421

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Certification Authority</b>	An entity that issues and manages Digital Certificates for use with Visa products and services in accordance with Visa-specified requirements. Entities eligible to be Certification Authorities within the Visa Certification Authority hierarchy include both: <ul style="list-style-type: none"> <li>• Visa</li> <li>• Visa Members</li> </ul>	151014-010410-0024423
<b>Chargeback</b>	A Transaction that an Issuer returns to an Acquirer.	010410-010410-0024424
<b>Chargeback Protection Limit – US Region</b>	A dollar amount that has been established for single Transactions at specific types of Merchant Outlets, below which the Acquirer is protected from Chargeback reason code 72 (No Authorization).	151014-010410-0024427
<b>Chargeback Reduction Service</b>	A VisaNet service that screens Presentments and Chargebacks and returns certain invalid items to the Acquirer or Issuer, as appropriate.	010410-010410-0024429
<b>Chargeback Reference Number – US Region</b>	An Issuer-assigned number that identifies the source of an outgoing Chargeback.	151014-010410-0024430
<b>Cheque</b>	A traveler's cheque that a Member has issued and that bears the Visa-Owned Marks.	151014-010410-0024431
<b>Chip</b>	An electronic component designed to perform processing or memory functions.	010410-010410-0024436
<b>Chip Card</b>	A Card embedded with a Chip that communicates information to a Point-of-Transaction Terminal.	010410-010410-0024438
<b>Chip Compliance Reporting Tool (CCRT)</b>	A centralized, server-based, online solution for the systematic reporting of Acquirer Device Validation Toolkit (ADVT) test results.	160312-011010-0025676
<b>Chip Specifications – Canada Region</b>	All requirements set out in the EMV, VIS, VSDC, PCI, and Visa PIN Entry Device specifications.	151014-010410-0024439
<b>Chip-initiated Transaction</b>	An EMV and VIS-Compliant Chip Card Transaction that is processed at a Chip-Reading Device using Full-Chip Data, and limited to Visa and Visa Electron Smart Payment applications, or EMV and VIS- Compliant Plus applications.	151014-010410-0024433

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Chip-Reading Device</b>	A Point-of-Transaction Terminal capable of reading, communicating, and processing Transaction data from a Chip Card.	010410-010410-0024435
<b>Classic Visa Check Card – US Region</b>	See Consumer Visa Check Card.	151014-010410-0024442
<b>Classic Wordmark</b>	A Visa-Owned Mark comprising the word “Classic” when used in connection with the Visa Program.	010410-010410-0024443
<b>Clearing</b>	All of the functions necessary to collect a Clearing Record from an Acquirer in the Transaction Currency and deliver it to the Issuer in the Billing Currency, or to reverse this transaction, or to process a Fee Collection Transaction.	010410-010410-0024444
<b>Clearing Processor</b>	A Member or its Visa-approved VisaNet Processor that provides Clearing and/or Settlement services for Merchants or other Members. This definition does not imply or confer membership rights as defined in the <i>Visa International Certificate of Incorporation and Bylaws</i> , Article II, in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i> , Article II, in the <i>Visa Worldwide Supplementary Operating Regulations</i> (for Asia-Pacific), Section 1, or in the <i>Visa International Servicios de Pago España, S.R.L.U. Supplementary Operating Regulations</i> (for Latin America & Caribbean), Section 1.	151014-141010-0026051
<b>Clearing Record</b>	A record of a Presentment, Chargeback, Representment, Reversal, or Adjustment in the format necessary to clear the Transaction.	010410-010410-0024446
<b>Clearing Reversal – US Region</b>	A VisaNet Transaction that negates a Transaction previously sent through BASE II or the Single Message System, as specified in the Visa Rules and applicable VisaNet Manuals.	151014-010410-0024447
<b>Client Organization</b>	A company or organization that sponsors a Commercial Visa Product program, such as Visa Business, Visa Corporate, Visa Purchasing (including Visa Fleet in the US Region), and any other Commercial Card program combining the functionality of these Cards, wherein Cards are provided to users for business-related purchases. Such companies or organizations may include public or private-sector companies, including sole proprietors and self-employed individuals.	151014-141010-0026020
<b>Client Portfolio Management Self-Service Tools</b>	A set of tools, available through Visa Online to Members, VisaNet Processors, and designated Agents, providing the ability to manage and support Visa profile information and associated programs and comprising the following:	151014-080514-0026479

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>• Visa Membership Management (VMM)</li> <li>• Electronic Client Information Questionnaire (eCIQ)</li> <li>• Visa Client Support Application (VCSA)</li> </ul>	
<b>Collateral Material</b>	Printed, broadcast, or other communications regarding an Affinity/Co-Brand Partner's Trade Name or Mark. These may include, but are not limited to, solicitations, promotional materials, advertisements, statements, statement inserts, direct mail solicitations, and telemarketing operator scripts.	151014-010413-0027362
<b>Collateral Material – Canada Region</b>	Printed, broadcast, electronic, or other material bearing any of the Visa Program Marks.	050411-010410-0024450
<b>Collection-Only</b>	The reporting of data related to a Domestic Transaction that was processed outside of VisaNet and submitted only for informational purposes.	151014-151013-0027828
<b>Combined Data Authentication – Canada Region</b>	An Authentication as specified in the Chip Specifications.	050411-010410-0024455
<b>Commercial Card – US Region</b>	See Commercial Visa Product.	151014-010410-0024458
<b>Commercial Payables – US Region</b>	An environment where a Commercial Visa Product Transaction occurs between business entities, generally through negotiated contractual agreements, or in response to the generation of an invoice requesting payment for goods or services.	151014-140412-0026824
<b>Commercial Visa Prepaid Product</b>	A Commercial Visa Product, issued as a Visa Prepaid Card, in which the corporation depositing the funds remains the owner of the funds in the Visa Prepaid Card account. Commercial Visa Prepaid Products are offered to client organizations solely to provide a means to pay for the acquisition of business-related goods and services.	081010-010410-0024463
<b>Commercial Visa Product – US Region</b>	<p>A Visa Card or a Virtual Account issued to a Client Organization for business-related purchases, as specified in the Visa Rules, and associated with a BIN, account range, or an account designated as one of the following:</p> <ul style="list-style-type: none"> <li>• Visa Corporate Card</li> <li>• Visa Business Card</li> <li>• Visa Purchasing Card</li> </ul>	151014-010410-0024464

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Compelling Evidence</b>	Information or documentation provided by a Merchant or an Acquirer in a Representment that attempts to prove that the Cardholder participated in the Transaction, received goods or services, agreed to Dynamic Currency Conversion, or otherwise benefited from the Transaction, as specified in Section 11.1.8.3, "Use of Compelling Evidence." Compelling Evidence does not mandate that Visa, the Issuer, or any other person conclude that the Cardholder participated in the Transaction, received goods or services, agreed to Dynamic Currency Conversion, or otherwise benefited from the Transaction.	151014-191013-0027268
<b>Competitive Credit Card Brand – US Region and US Territories</b>	In the US Region or a US Territory, any brand of credit card or electronic credit payment form of a nationally accepted payment network other than Visa, including without limitation MasterCard, American Express, Discover, and PayPal.	151014-270113-0027526
<b>Competitive Credit Card Cost of Acceptance – US Region and US Territories</b>	In the US Region or a US Territory, the Merchant's average Merchant Discount Rate applicable to transactions on a Competitive Credit Card Brand at the Merchant for the preceding one or 12 months, at the Merchant's option.	151014-270113-0027527
<b>Competitive Credit Card Product – US Region and US Territories</b>	In the US Region or a US Territory, any product within a brand of credit card or electronic credit payment form of a nationally accepted payment network other than Visa, including without limitation MasterCard, American Express, Discover, and PayPal.	151014-270113-0027528
<b>Competitive Credit Card Product Cost of Acceptance – US Region and US Territories</b>	In the US Region or a US Territory, the Merchant's average effective Merchant Discount Rate applicable to transactions on the Competitive Credit Card Product at the Merchant for the preceding one or 12 months, at the Merchant's option.	151014-270113-0027529
<b>Completion Message</b>	A Clearing Record that follows a preauthorization as part of Real-Time Clearing Processing.	151014-010410-0024469
<b>Compliance</b>	A process where Visa resolves disputes between Members arising from violations of the Visa Rules, when the requesting Member can certify that a financial loss has occurred or will occur for a specific amount, and no Chargeback right is available.	151014-010410-0024470
<b>Compliant Chip Card – Canada Region</b>	A Chip Card that contains a Visa Smart Payment application capable of processing Full Data and that complies with Chip Specifications.	151014-010410-0024471

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Compliant Chip Card Reading Device – Canada Region</b>	A Point-of-Transaction Terminal or a POS capable of reading, communicating, and processing Full Data Transactions from a Compliant Chip Card.	010410-010410-0024473
<b>Compliant PED – Canada Region</b>	A PIN entry device that meets the requirements set out in the Chip Specifications and that supports plaintext and enciphered offline PIN at POS, or enciphered online PIN at ATMs.	010410-010410-0024475
<b>Compromised Account Management System</b>	See CAMS.	160312-150512-0026577
<b>Confidential Consumer Cardholder Information – US Region</b>	An Account Number or other personally identifiable information relating to a Consumer Cardholder.	151014-080514-0026359
<b>Confidential Enhanced Merchant-Level Data – US Region</b>	Merchant-related data provided through Visa to an Issuer in connection with a Commercial Visa Product. This data includes all Enhanced Merchant-Level Data except for Non-Confidential Enhanced Merchant-Level Data, and is subject to the disclosure restrictions specified in the Visa Rules.	151014-010410-0024477
<b>Consumer Card – US Region</b>	See Visa Consumer Card.	151014-010410-0024480
<b>Consumer Cardholder – US Region</b>	A Cardholder other than the Cardholder of a Commercial Visa Product.	151014-010410-0024479
<b>Consumer Device Cardholder Verification Method (CDCVM)</b>	An Issuer-approved, Visa-recognized method for capturing the Cardholder Verification Method on a Mobile Payment Device.	150415-080312-0026877
<b>Consumer Visa Check Card – US Region</b>	A Visa Check Card that accesses a consumer's deposit, investment, or other asset account, including a fiduciary account.	151014-010410-0024481
<b>Consumer Visa Deferred Debit Card – US Region</b>	A Visa Consumer Card that accesses a consumer's deposit, investment, or other asset account, including a fiduciary account, where the amount of any individual Transaction is not accessed, held, debited, or settled from the consumer asset account sooner than 14 days from the date of the Transaction.	151014-010410-0024482
<b>Contactless-Only Terminal</b>	A terminal that accepts only Contactless Payment Devices.	151014-131011-0026669



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Term	Definition	ID#
<b>Convenience Fee – AP Region and US Region</b>	A fee charged by a Merchant for a bona fide convenience to the Cardholder, in the form of an alternative channel outside the Merchant's customary payment channel (that is, not solely for the acceptance of the Visa Card).	151014-010410-0027486
<b>Copy – US Region</b>	See Transaction Receipt.	151014-010410-0024490
<b>Copy Request</b>	A Retrieval Request that is processed through an electronic documentation transfer method.	010410-010410-0024491
<b>Copy Request Identifier</b>	A unique 12-digit identification number that VisaNet assigns to a Copy Request. In the Single Message System, the Retrieval Request identifier.	010410-010410-0024492
<b>Copyright</b>	A form of protection that the laws of various countries provide for original literary, dramatic, musical, artistic, and certain other intellectual works.	010410-010410-0024489
<b>Counterfeit Card</b>	One of the following: <ul style="list-style-type: none"> <li>• A device or instrument that is printed, embossed, or encoded so as to purport to be a Card, but that is not a Card because an Issuer did not authorize its printing, embossing, or encoding</li> <li>• An instrument that is printed with the authority of the Issuer and that is subsequently embossed or encoded without the authority of the Issuer</li> <li>• A Card that an Issuer has issued and that is altered or re-fabricated, except one on which the only alteration or re-fabrication comprises modification of the signature panel or Cardholder signature</li> </ul>	010410-010410-0024495
<b>Counterfeit Fraud Recovery</b>	A component of the Global Compromised Account Recovery program that allocates responsibility and reimbursement for a portion of Incremental Counterfeit Fraud losses incurred as a result of a Magnetic-Stripe Data Account Data Compromise Event, including PIN data for events that also involve PIN compromise.	151013-150512-0026063
<b>Counterfeit Transaction Receipt</b>	A Transaction Receipt arising from the use of a Counterfeit Card.	010410-010410-0024497
<b>Country of Domicile</b>	The country in which a Member has its principal place of business.	010410-010410-0024499

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Term	Definition	ID#
<b>CPS Transaction – US Region</b>	A Transaction that meets one of the Custom Payment Services (CPS) requirements in the Visa Rules.	151014-010410-0024523
<b>CPS/Account Funding – US Region</b>	A payment service for Electronic Commerce Transactions where the Cardholder is funding a host-based prepaid product, a brokerage account, or escrow account with a Visa product in a secure Internet environment, as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024500
<b>CPS/Automated Fuel Dispenser – US Region</b>	A payment service for Transactions that take place at an Automated Fuel Dispenser properly assigned MCC 5542 (Automated Fuel Dispensers), where the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024501
<b>CPS/Card Not Present – US Region</b>	A payment service for Transactions completed in a Card-Absent Environment, except for Electronic Commerce Transactions, that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024502
<b>CPS/e-Commerce Basic – US Region</b>	A payment service for Electronic Commerce Transactions that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024503
<b>CPS/e-Commerce Preferred Hotel and Car Rental – US Region</b>	A payment service for Secure Electronic Commerce Transactions that originate from a Hotel, Cruise Line, or Car Rental Merchant, are completed using Verified by Visa, and meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024504
<b>CPS/e-Commerce Preferred Passenger Transport – US Region</b>	A payment service for Secure Electronic Commerce Transactions that originate from an Airline or passenger railway Merchant or its agent, are completed using Verified by Visa, and meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024505
<b>CPS/e-Commerce Preferred Retail – US Region</b>	A payment service for Secure Electronic Commerce Transactions completed using Verified by Visa that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024506

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>CPS/Hotel and Car Rental Card Not Present – US Region</b>	A payment service for lodging, cruise line, and car rental Transactions in a Card-Absent Environment (including T&E Advance Deposit Transactions, No Show Transactions, and other key-entered Transactions) where the hotel stay, cruise duration, or length of rental is more than one day and the Point-of-Transaction Terminal application is equipped to provide the additional industry-specific data for the program and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024509
<b>CPS/Hotel and Car Rental Card Present – US Region</b>	A payment service for lodging, cruise line, and car rental Transactions in a Face-to-Face Environment where the hotel stay or length of rental is one or more days, multiple Authorizations may be obtained with industry-specific data, the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024510
<b>CPS/Passenger Transport – US Region</b>	A payment service for Passenger Transport Service Category Transactions where the Merchant processes the sale of tickets by mail, via the internet, or in a Card-Present Environment using single or multiple Transaction Receipts, as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024511
<b>CPS/Restaurant – US Region</b>	A payment service for Transactions completed in a Face-to-Face Environment by a Merchant properly assigned MCC 5812 (Eating Places and Restaurants) or MCC 5814 (Fast Food Restaurants) and where the contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and Authorization is obtained and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024512
<b>CPS/Retail – US Region</b>	<p>A payment service for Retail Transactions completed in a Face-to-Face Environment where the full contents of track 1 or 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p> <p>Transactions with one of the following MCCs are ineligible for CPS/Retail:</p> <ul style="list-style-type: none"> <li>• 5411 (Grocery Stores and Supermarkets)</li> <li>• 5541 (Service Stations)</li> </ul>	151014-010410-0024513

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>• 5812 (Eating Places and Restaurants)</li> <li>• 5814 (Fast Food Restaurants)</li> <li>• 5962 (Direct Marketing – Travel-Related Arrangement Services)</li> <li>• 5966 (Direct Marketing – Outbound Telemarketing)</li> <li>• 5967 (Direct Marketing – Inbound Teleservices Merchant)</li> </ul>	
<b>CPS/Retail 2 – US Region</b>	<p>An incentive program designed to expand Visa Card acceptance into new industries. Transactions from select Merchant categories may qualify for this program in either a Card-Present Environment or a Card-Absent Environment by meeting the fee edit criteria specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> for one of the following services:</p> <ul style="list-style-type: none"> <li>• CPS/Retail 2</li> <li>• CPS/Card Not Present</li> <li>• CPS/e-Commerce Basic</li> <li>• CPS/e-Commerce Preferred Retail</li> <li>• CPS/Retail Key-Entry</li> </ul>	151014-010410-0024514
<b>CPS/Retail Key-Entry – US Region</b>	<p>A payment service for Transactions completed in a Face-to-Face Environment where a Magnetic-Stripe Terminal is present, but the Magnetic Stripe cannot be read and the Merchant verifies the Cardholder signature, performs an Address Verification Service inquiry, and receives an acceptable response, as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>	151014-010410-0024515
<b>CPS/Rewards 1 Interchange Reimbursement Fee – US Region</b>	<p>An Interchange Reimbursement Fee for Visa Consumer Credit Transactions that meet the applicable requirements for CPS/Rewards 1 Transactions specified in the Visa Rules.</p>	151014-010410-0024516
<b>CPS/Rewards 2 Interchange Reimbursement Fee – US Region</b>	<p>An Interchange Reimbursement Fee for Visa Consumer Credit Transactions that meet the applicable requirements for CPS/Rewards 2 Transactions specified in the Visa Rules.</p>	151014-010410-0024517
<b>CPS/Service Station – US Region</b>	<p>A payment service for Transactions with MCC 5541 (Service Stations) completed in a Face-to-Face Environment where the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i>.</p>	151014-010410-0024519

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>CPS/Small Ticket – US Region</b>	A payment service for Visa Easy Payment Service Transactions less than or equal to USD 15 that are conducted with a Visa Consumer Card where the full contents of track 1 or track 2 of the Magnetic Stripe, unaltered Chip, or unaltered Contactless Payment data are read and transmitted, and that meet the applicable requirements specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024520
<b>CPS/Supermarket – US Region</b>	A payment service for Supermarket Incentive Program Transactions that meet the applicable requirements specified in the Visa Rules.	151014-010410-0024521
<b>Credit Bureau – US Region</b>	For purposes of Visa Advanced ID Solutions and Strategic Bankruptcy Solutions, a company that is required or has agreed to comply with the requirements applicable to consumer reporting agencies under the Federal Fair Credit Reporting Act. This includes a company that receives Member information pursuant to the ID Analytics, ID Score Plus, or Credit Optics components of Visa Advanced ID Solutions, or that provides card account numbers identified from bankruptcy petitions filed in US bankruptcy courts, to Strategic Bankruptcy Solutions.	151014-010410-0024524
<b>Credit Optics – US Region</b>	A feature of Visa Advanced ID Solutions that provides US Members with a score and related reason code(s) provided by ID Analytics, Inc. The information predicts the potential financial loss associated with approving an application for a new, or management of an existing, Card, non-Visa card, or other Visa or non-Visa product. The results are based on an assessment of the identity risk and application behavior of a consumer and the credit risk and application behavior of other similar consumers.	151014-080514-0025783
<b>Credit Reporting Improvement Service – US Region</b>	A service that supports an Issuer by monitoring the reporting and handling of credit bureau data.	151014-010410-0024526
<b>Credit Transaction – US Region and US Territories</b>	In the US Region or a US Territory, a Merchant's refund or price adjustment credited to a Cardholder account.	151014-270113-0024527
<b>Credit Transaction Receipt</b>	A Transaction Receipt evidencing a Merchant's refund or price adjustment to be credited to a Cardholder's account.	010410-010410-0024528
<b>Credit Voucher – US Region</b>	See Credit Transaction Receipt.	151014-010410-0024529

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Cruise Line</b>	A Merchant that sells and provides recreational travel on water, including overnight accommodations.	010410-010410-0024532
<b>Cryptogram</b>	A value resulting from a combination of specific key data elements that are used to validate the source and integrity of data.	010410-010410-0024533
<b>Currency Conversion Rate</b>	A rate selected by Visa from the range of rates available in wholesale currency markets for the applicable Processing Date, which rate may vary from the rate Visa itself receives; or the government-mandated rate in effect for the applicable Processing Date. In each instance, plus or minus any adjustment determined by the Issuer.	151012-010410-0024534
<b>Currency Conversion Rate – US Region</b>	Either: <ul style="list-style-type: none"> <li>A rate selected by Visa from the range of rates available in wholesale currency markets on the applicable Processing Date (such rate may vary from the rate Visa itself receives) plus or minus any adjustment determined by the Issuer</li> <li>The government-mandated rate in effect on the applicable Processing Date, plus or minus any adjustment determined by the Issuer</li> </ul>	151014-010410-0024535
<b>Custom Payment Services (CPS)</b>	A Visa payment service that accommodates specific payment environments with an identifier that remains with the Transaction throughout its life cycle.	010410-010410-0024536
<b>CVM – Canada Region</b>	Cardholder Verification Method.	010410-010410-0024537
<b>D</b>		
<b>Data Capture-Only Capability</b>	The capability of a Point-of-Transaction terminal to store Transaction Receipt data that is electronically captured for Deposit purposes, where the terminal does not have capability to request Online Authorization.	151014-010410-0024538
<b>Data Encryption Standard – US Region</b>	The data encryption standard defined in American National Standards Institute X3.92-1981 for encrypting and decrypting binary coded data.	151014-010410-0024540
<b>Data Protection Method</b>	A Visa-approved method for the protection of Account Numbers and other Cardholder data, as specified in the <i>Payment Card Industry Data Security Standard (PCI DSS)</i> .	151014-010410-0024541

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Data Reformatter Service – US Region</b>	A service that streamlines file processing for Direct Exchange Open File Delivery endpoints by eliminating in-house file manipulation.	151014-010410-0024542
<b>Debit Card Cost of Acceptance – US Region and US Territories</b>	In the US Region or in a US Territory, the amount of the cap for debit card transactions established by the Board of Governors of the Federal Reserve System pursuant to Federal Reserve Regulation II, 12 CFR Part 235, and which is subject to change.	151014-270113-0027530
<b>Debit Tax Payment Interchange Reimbursement Fee – US Region</b>	An Interchange Reimbursement Fee for Visa Debit Card Tax Payment Transactions completed in a Card-Absent Environment that meet the qualification requirements of the Government and Education Payment Program.	151014-010410-0024544
<b>Decline Response</b>	An Authorization Response where the Transaction was declined.	010410-010410-0024548
<b>Deferred Clearing Processing</b>	A 2-step process whereby Transactions are authorized, cleared, and settled through either the: <ul style="list-style-type: none"> <li>• Single Message System</li> <li>• V.I.P. System and BASE II</li> </ul>	010410-010410-0024550
<b>Deferred Clearing Transaction</b>	A Transaction that is authorized, cleared, and settled in 2 separate messages through either the Single Message System or the V.I.P. System and BASE II.	010410-010410-0024551
<b>Deferred Payment Transaction – US Region</b>	A Transaction completed in a Card-Absent Environment for which the Cardholder is billed once, no more than 90 days after the first shipment of merchandise.	151014-010410-0024552
<b>Deferred Settlement</b>	The Settlement funds transfer of a Transaction, according to the Member's instructions in the Clearing Record that occurs more than 2 business days after the Processing Date.	151014-120614-0029032
<b>Delayed Delivery Transaction</b>	A single Transaction where a Cardholder completes 2 separate Transaction Receipts. The first Transaction Receipt functions as a deposit (such as a down payment) for goods or services; the second is to pay the balance due the Merchant.	010410-010410-0024553
<b>Deposit</b>	The submission of a Transaction by a Merchant or Payment Facilitator to an Acquirer, resulting in a credit or debit to the Merchant's, Sponsored Merchant's, or Payment Facilitator's account.	151014-010410-0024556
<b>Deposit-Only Account Number</b>	A Visa Account Number established by a Visa Card or Visa Electron Card Issuer, used exclusively to receive an Original Credit on behalf of one or more of its customers.	010410-010410-0024554



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Diamond Design</b>	A Visa-Owned Mark, used as an element of the Plus Symbol, consisting of three triangles with an open space in the lower right-hand corner, arranged to form an outline of the symbol "+."	010410-010410-0024558
<b>Digital Certificate</b>	A digitally signed credential used to authenticate the owner of the credential or to ensure the integrity and confidentiality of the message it is signing.	010410-010410-0024559
<b>Disbursing Member</b>	A Member that pays out currency in a Cash Disbursement.	010410-010410-0024562
<b>Distribution of Visa Prepaid Cards Outside the Country of Issuance</b>	The issuance of Government or Corporate funded Visa Prepaid Cards to non-domestic employees or beneficiaries of multinational corporations or government entities.	151014-081211-0026803
<b>Domestic Interchange</b>	Interchange of a Domestic Transaction.	010410-010410-0024567
<b>Domestic Transaction</b>	A Transaction where the Issuer of the Card used is located in the Transaction Country.	010410-010410-0024568
<b>Dove Design</b>	A Visa-Owned Mark depicting a dove in flight that identifies the Visa Program.	010410-010410-0024570
<b>Dual-Issuer Branded Visa Commercial Card</b>	A Visa Commercial Card, issued by a Member participating in the Visa Multinational Program, that identifies the Lead Bank on the Card front and the Partner Bank on the Card back, as specified in the <i>Visa Multinational Program Guide</i> .	151014-141010-0026028
<b>Dynamic Card Verification Value (dCVV)</b>	A Card Verification value dynamically generated by a Chip Card for inclusion in the Authorization message (for example: as part of the Magnetic-Stripe data).	151014-150410-0025503
<b>Dynamic Card Verification Value (dCVV) – US Region</b>	An authentication value for a Contactless Payment Transaction.	151014-010410-0024573
<b>Dynamic Currency Conversion</b>	The conversion of the purchase price of goods or services from the currency in which the purchase price is displayed to another currency. That currency becomes the Transaction Currency, regardless of the Merchant's local currency.	151014-110413-0024574
<b>Dynamic Data Authentication</b>	A cryptographic value generated by a Chip on a Card in an offline environment that uses Transaction-specific data elements and is verified by a Chip-Reading Device to protect against skimming.	010410-010410-0024575



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>E</b>		
<b>Edit Package</b>	The software that Visa supplies to VisaNet Processors to: <ul style="list-style-type: none"> <li>• Validate Interchange data</li> <li>• Process Interchange data sent from the VisaNet Processor to Visa</li> <li>• Process incoming Transactions received from Visa</li> </ul>	010410-010410-0024577
<b>Edit Package Software – US Region</b>	See Edit Package.	151014-010410-0024579
<b>Electronic Capability</b>	Point-of-Transaction Capability where all of the following are true: <ul style="list-style-type: none"> <li>• Transaction Authorization is required (or the terminal is capable of reading and acting upon the Service Code in the Magnetic Stripe or information provided in the Chip)</li> <li>• Authorization Response is obtained Online, or as instructed by the Issuer</li> <li>• Authorization Response and Transaction Receipt data are captured electronically</li> </ul>	010410-010410-0024582
<b>Electronic Commerce Indicator</b>	A value used in an Electronic Commerce Transaction to indicate the Transaction's level of authentication and security.	151014-150312-0026401
<b>Electronic Commerce Merchant</b>	A Merchant that conducts the sale of goods or services electronically over the internet and other networks.	151014-010410-0024584
<b>Electronic Commerce Merchant Rate</b>	An Interregional Interchange Reimbursement Fee paid for an Electronic Commerce Transaction that is conducted by a Verified by Visa Merchant.	150413-010410-0024586
<b>Electronic Commerce Transaction</b>	A Transaction between a Merchant and Cardholder over the internet or other networks using a Cardholder Access Device. An Electronic Commerce Transaction is one of the following: <ul style="list-style-type: none"> <li>• Non-Secure Transaction</li> <li>• Non-Authenticated Security Transaction</li> <li>• Secure Electronic Commerce Transaction</li> </ul>	151014-010410-0024587
<b>Electronic Format Cardholder Receipt</b>	The Cardholder copy of a Transaction Receipt sent electronically to the cardholder.	151013-010410-0027353

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Electronic Imprint</b>	The reading and printing or capture of Card information at a Magnetic-Stripe Terminal or a Chip-Reading Device.	010410-010410-0024593
<b>Electronic Interchange Reimbursement Fee – US Region</b>	An Interchange Reimbursement Fee paid to or received by a Member for a Transaction that meets the qualifications in the Visa Rules.	151014-010410-0024594
<b>Electronic Rate</b>	An Interchange Reimbursement Fee charged when the Transaction meets the requirements specified in Section 9.1.2.2, "Electronic Rate Qualification."	151014-010410-0024597
<b>Electronic Signature – US Region</b>	<p>Email exchanges directly between Visa and a Member will constitute a binding contractual agreement between the parties with the same legal force and effect as a written contract with handwritten signatures, where all of the following are true:</p> <ul style="list-style-type: none"> <li>• Within the email exchange, Visa seeks and the Member provides confirmation concerning an agreement between the parties or terms and conditions to govern such an agreement</li> <li>• Visa includes in its request for confirmation: <ul style="list-style-type: none"> <li>– An explicit notice that it intends such email request and confirmation to constitute a binding agreement</li> <li>– A notice that the Member's confirmation will constitute affirmations that the Member intends the email exchange to constitute a binding commitment and that the person providing the email confirmation on behalf of the Member is an officer authorized to so bind the Member</li> <li>– An explicit time limit for Member's confirmation to be received by Visa in order to be effective</li> </ul> </li> <li>• Within the email exchange, Visa-designated authentication practices are employed by both Visa and the Member</li> </ul>	151014-080514-0025755
<b>Eligible Cardholder</b>	A Cardholder who has had their Card lost or stolen while traveling outside of their city of residence and who has reported the loss or theft to the Issuer of the Card.	151014-010410-0024601
<b>Emergency Card Replacement</b>	A temporary Visa Card that Visa Global Customer Assistance Services or the Issuer or its Agent provides to replace an Eligible Cardholder's damaged, lost, or stolen Visa Card.	151014-010410-0024610

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Emergency Cash Disbursement</b>	A Cash Disbursement by a Member or its agent, including Visa, to an Eligible Cardholder who has reported a Visa Card or Visa TravelMoney Card as damaged, lost, or stolen.	081010-010410-0024605
<b>Emergency Payment Authorization Service</b>	A service offered to Visa Infinite Cardholders who need to make Transactions before receiving an Emergency Card Replacement or Emergency Cash Disbursement. The service provides verbal Authorization for such emergency travel Transactions.	081010-010410-0024608
<b>Emergency Service Location</b>	A Visa Issuer-affiliated Branch pre-registered in the Visa Global Customer Assistance Services Program where an Eligible Cardholder may receive an Emergency Card Replacement or an Emergency Cash Disbursement.	081010-010410-0024612
<b>Emergency/Travel Services – US Region</b>	Emergency services provided to Eligible Cardholders traveling away from home, including all of the following: <ul style="list-style-type: none"> <li>• Emergency Cash Service</li> <li>• Emergency Card Replacement Service</li> <li>• Emergency medical/legal assistance</li> <li>• Emergency ticket replacement</li> <li>• Emergency message service</li> <li>• Auto rental insurance</li> <li>• General travel assistance</li> </ul>	151014-010410-0024615
<b>EMV Integrated Circuit Card Specifications for Payment Systems (EMV)</b>	Technical specifications developed (jointly by Europay International, MasterCard International, and Visa International) to provide standards for processing debit and credit Transactions and ensure global interoperability for the use of Chip technology in the payment industry.	151014-010410-0024620
<b>EMV PIN Transaction</b>	A Chip-initiated Transaction (excluding ATM Transactions) verified utilizing Online or Offline PIN Verification.	010410-010410-0024624
<b>EMV PIN-Compliant</b>	A Chip-Reading Device that complies with the PIN requirements of the Payment Card Industry Security Standards Council.	151014-010410-0024622
<b>EMV-Compliant</b>	A term used to describe a Card or terminal application that complies with the requirements specified in the EMV Integrated Circuit Card Specifications for Payment Systems (EMV).	151014-010410-0024617

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>EMV-Compliant – US Region</b>	A Card or terminal application that complies with the requirements of EMV.	151014-010410-0024619
<b>Enhanced Data</b>	Data provided through Visa to an Issuer in connection with a Visa Commercial Card program. Such data may include either or both: <ul style="list-style-type: none"> <li>Enhanced Merchant-Level Data (including data for a Sponsored Merchant or a Payment Facilitator)</li> <li>Enhanced Transaction-Level Data</li> </ul>	151014-300611-0026463
<b>Enhanced Merchant-Level Data</b>	Merchant- or Sponsored Merchant-related data (including Payment Facilitator data) provided through Visa to an Issuer in connection with a Visa Commercial Card program. Such data includes: <ul style="list-style-type: none"> <li>Merchant street address</li> <li>Merchant telephone number</li> <li>Incorporation status</li> <li>Owner's name</li> </ul>	151014-300611-0026464
<b>Enhanced Transaction-Level Data – US Region</b>	Transaction-related data provided through Visa to an Issuer in connection with a Commercial Visa Product. Such data includes: <ul style="list-style-type: none"> <li>Accounting code</li> <li>Sales tax</li> <li>Description of items purchased, cost per unit, number of units</li> <li>Vehicle fleet data (vehicle/driver ID, odometer reading)</li> <li>Detailed itinerary information (Airline, origination/destination, class of travel)</li> <li><b>Effective 17 October 2014</b> For an Ancillary Purchase Transaction, the data elements specified in the applicable VisaNet Manuals (example: ancillary service category code, document number, passenger name, associated ticket number)</li> </ul>	150415-010410-0024631
<b>Exception File</b>	A VisaNet file of Account Numbers that a Member accesses Online, for which the Issuer has predetermined an Authorization Response. The Exception File supports: <ul style="list-style-type: none"> <li>Stand-In Processing</li> <li>Positive Cardholder Authorization Service</li> </ul>	010410-010410-0024634

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>Production of the Card Recovery Bulletin</li> </ul>	
<b>Exception File – US Region</b>	An Online VisaNet file of Account Numbers for which the Issuer has predetermined an Authorization Response.	151014-010410-0024635
<b>Excessive Fraud Activity – US Region</b>	Fraud Activity that exceeds Visa-specified parameters.	151014-010410-0024637
<b>Expired Card</b>	A Card on which the embossed, encoded, or printed expiration date has passed.	010410-010410-0024638
<b>Exported Transaction Receipt</b>	A Transaction Receipt that is deposited outside of the Transaction Country.	010410-010410-0024639
<b>Extension</b>	<p>A publication or website referenced in, and with the same authority as, the Visa Rules. An Extension is the current version of the publication or website, unless otherwise specified.</p> <p>See “Visa Supplemental Requirements.”</p>	151014-080312-0026983
<b>F</b>		
<b>Face-to-Face Environment</b>	<p>An environment in which a Transaction is completed under all of the following conditions:</p> <ul style="list-style-type: none"> <li>Card or Contactless Payment Device is present</li> <li>Cardholder is present</li> <li>Individual representing the Merchant or Acquirer completes the Transaction</li> </ul>	151014-010410-0024643
<b>Fallback Transaction</b>	An EMV Chip Card Transaction initially attempted at a Chip-Reading Device, where the device’s inability to read the Chip prevented the Transaction from being completed using the Chip Card data, and the Transaction is instead completed using an alternate means of data capture and transmission.	151014-010410-0024645
<b>Fallback Transaction – Canada Region</b>	<p>A Transaction occurring in either:</p> <ul style="list-style-type: none"> <li>An Unattended Environment, regardless of whether Authorization is required</li> <li>A Face-to-Face Environment between a Compliant Chip Card and a Compliant Chip Card Reading Device that is either:</li> </ul>	010410-010410-0024646

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>– Not completed as a Full Data Transaction</li> <li>– Not initiated as a Full Data Transaction</li> </ul>	
<b>Fast Funds</b>	A service that requires a participating Recipient Member to make funds available to a Cardholder within 30 minutes of receipt and approval of an incoming Original Credit Transaction, including a Visa Money Transfer Original Credit Transaction, initiated as an Online Financial Transaction.	151014-091210-0026077
<b>Fee Collection Transaction</b>	A transaction used to collect financial obligations of a Member arising out of the Visa Rules, the <i>Visa International Certificate of Incorporation and Bylaws</i> , other requirements adopted by the International Board, or otherwise.	151014-010410-0024647
<b>Fee Schedule</b>	One of the following: <ul style="list-style-type: none"> <li>• <i>Visa Asia-Pacific Fee Schedule</i></li> <li>• <i>Visa Canada Fee Schedule</i></li> <li>• <i>Visa CEMEA Fee Schedule</i></li> <li>• <i>Visa LAC Fee Schedule</i></li> <li>• <i>Visa U.S.A. Fee Schedule</i></li> <li>• Any domestic or local Visa fee schedule</li> </ul>	151014-151012-0027310
<b>Flexible Spending Account (FSA) – US Region</b>	See Visa Flexible Spending Account (FSA) – US Region.	151014-010410-0024653
<b>Floor Limit</b>	A currency amount that Visa has established for single Transactions at specific types of Merchant Outlets and Branches, above which Online Authorization or Voice Authorization is required.	151014-010410-0024654
<b>Foreign Branch – US Region</b>	The branch office of a Visa Member located outside the United States.	151014-010410-0024655
<b>Foreign Currency</b>	A currency other than local currency.	010410-010410-0024657
<b>Fraud Activity</b>	A Transaction that an Issuer reports as fraudulent when either a: <ul style="list-style-type: none"> <li>• Fraudulent User used a Card or its Account Number</li> <li>• Card was obtained through misrepresentation of identification or financial status</li> </ul>	010410-010410-0024659

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Fraudulent User</b>	An individual who is not the Cardholder or designee and who uses a Card (or Account Number) to obtain goods or services without the Cardholder's consent.	151014-010410-0024658
<b>Fulfillment</b>	A document image that the Acquirer supplies in response to a Retrieval Request.	050411-010410-0024661
<b>Full Data Transaction – Canada Region</b>	A Transaction processed using Full Data by Acquirers certified by Visa Canada to process Full Data.	010410-010410-0024664
<b>Full-Chip Data</b>	Data that provides all of the following: <ul style="list-style-type: none"> <li>• EMV minimum requirements</li> <li>• Visa-specified information necessary to support Online cryptographic validation</li> <li>• Record of the Card and terminal interactions completed during a Transaction</li> </ul>	151014-010410-0024662
<b>Funds Disbursement Transaction – US Region</b>	A VisaNet transaction used by a Member or Visa to disburse funds to a Clearing Processor.	151014-010410-0024665
<b>Funds Transfer Settlement Reporting Entity</b>	An endpoint within a Visa Settlement hierarchy associated with one or more Settlement Reporting Entities.	160312-141010-0026048
<b>G</b>		
<b>General Member – Canada Region</b>	A customer of Visa Canada in the category of "General Customer" as defined in <i>Appendix E to the Canada Regional Operating Regulations</i> .	151014-010410-0024671
<b>Global Brand Protection Program</b>	A global program that monitors Acquirers, Merchants, Payment Facilitators, and Sponsored Merchants to ensure that these entities do not: <ul style="list-style-type: none"> <li>• Process illegal Transactions or are not associated with illegal activity</li> <li>• Engage in potentially deceptive marketing practices, as defined in the <i>Visa Global Brand Protection Program Guide for Acquirers</i></li> <li>• Process Transactions that may adversely affect the goodwill of the Visa system</li> </ul>	151014-010611-0026388

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Global Co-Branded Card</b>	A Card that: <ul style="list-style-type: none"> <li>Is issued by one or more Issuers that has a contractual relationship with a Global Co-Branding Partner</li> <li>Bears the Trade Name or Mark of the Global Co-Branding Partner on the front of the Card</li> <li>May offer a Cardholder tangible benefits for Card usage and loyalty (for example: rebates, discounts, airline miles)</li> </ul>	151014-010410-0024675
<b>Global Co-Branding Partner</b>	A non-Member that: <ul style="list-style-type: none"> <li>Is not eligible for membership in Visa</li> <li>Is a for-profit commercial entity or non-profit organization</li> <li>Has a contractual relationship for the issuance of Global Co-Branded Cards: <ul style="list-style-type: none"> <li>With one or more Issuers</li> <li>In one or more Visa Regions and countries</li> </ul> </li> </ul>	151012-010410-0024676
<b>Global Co-Branding Partnership</b>	A contractual relationship between an Issuer and a Global Co-Branding Partner.	151012-010410-0024677
<b>Global Compromised Account Recovery</b>	A global Visa fraud recovery program where Visa allocates to affected Members a portion of the Magnetic Stripe counterfeit fraud losses and a portion of the operating expenses that are associated with an Account Data Compromise Event, including events that also involve the compromise of PIN data.	151014-150512-0026034
<b>Global Member Billing Solution</b>	The primary billing system used by Visa.	111011-010410-0024680
<b>Global Merchant Chargeback Monitoring Program</b>	A program that monitors International Transactions and international Chargebacks to identify Merchants and Acquirers that cause undue economic and goodwill damage to the Visa system.	111011-010410-0024681
<b>Government and Education Payment Program – US Region</b>	A Visa payment program which allows a Government or Education Merchant to assess a Service Fee, as specified in Section 5.6.3.2, "Service Fees Charged on Government and Education Payment Program Transactions – US Region."	151014-061112-0027487
<b>Government and Education Payment Program Transaction – US Region</b>	A Visa Consumer Card or Commercial Visa Product Transaction that represents payment for goods or services to a Government or Education Merchant.	151014-010410-0027489



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Government or Education Merchant – US Region</b>	A government agency or institution of education assigned one of the following MCCs: <ul style="list-style-type: none"> <li>• 9211 (Court Costs)</li> <li>• 9222 (Fines)</li> <li>• 9399 (Government Services [Not Elsewhere Classified])</li> <li>• 9311 (Tax Payments)</li> <li>• 8220 (Colleges, Universities, Professional Schools, and Junior Colleges)</li> <li>• 8221 (Elementary and Secondary Schools)</li> <li>• 8244 (Business and Secretarial Schools)</li> <li>• 8249 (Vocational and Trade Schools)</li> </ul>	151014-010410-0027488
<b>Government Payment – CEMEA Region</b>	In the CEMEA Region, a Domestic Transaction undertaken at a government agency Merchant or Acquirer for the payment of government-related charges.	151014-080613-0026120
<b>Group Member</b>	A Member as defined under the <i>Visa International Certificate of Incorporation and Bylaws</i> , Section 2.21.	010410-010410-0024685
<b>GSA Government-to-Government (G2G) Interchange Reimbursement Fee – US Region</b>	An Interchange Reimbursement Fee paid to, or received by, a Member for a GSA G2G Transaction processed as specified in Section 9.5.1.6, "GSA Government-to-Government (G2G) Interchange Reimbursement Fee Qualification – US Region."	151014-041008-0024686
<b>GSA Large Ticket Transaction – US Region</b>	A Transaction completed with a Visa Purchasing Card that is issued to federal government agencies by an Issuer contracted with the General Services Administration and that meets the requirements specified in the Visa Rules.	151014-010410-0024689
<b>Guest Folio</b>	A Hotel's or Cruise Line's guest file.	010410-010410-0024691
<b>Guest Folio – US Region</b>	The guest file of a Lodging Merchant or Cruise Line.	151014-010410-0024692
<b>H</b>		
<b>Health Care Merchant – US Region</b>	A Merchant, other than a pharmacy, whose primary business is providing health care services and that uses one of the following MCCs: 4119, 5975, 5976, 7277, 8011, 8021, 8031, 8041, 8042, 8043, 8044, 8049, 8050, 8062, 8071, 8099.	151014-010410-0024698

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Health Reimbursement Arrangement (HRA) – US Region</b>	See Visa Health Reimbursement Arrangement (HRA) – US Region.	151014-010410-0024699
<b>Health Savings Account (HSA) – US Region</b>	See Visa Health Savings Account (HSA) – US Region.	151014-010410-0024700
<b>Healthcare Auto-Substantiation – US Region</b>	A process that enables an Issuer to automatically substantiate the dollar amount of qualifying medical purchases in the Authorization Request for a Visa Flexible Savings Account (FSA) or a Visa Health Reimbursement Arrangement (HRA) Transaction. Issuers of these Cards, and any Agents that process Transactions for such Cards, must perform Healthcare Auto-Substantiation.	151014-010410-0024696
<b>High-Brand Risk Merchant</b>	A Merchant assigned an MCC considered by Visa to be high-brand risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs."	151014-010611-0026389
<b>High-Brand Risk Sponsored Merchant</b>	An Electronic Commerce Sponsored Merchant required to be classified with an MCC considered by Visa to be high-risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs," that contracts with a Payment Facilitator to obtain payment services.	151014-010611-0026390
<b>High-Brand Risk Transaction</b>	A Transaction performed by a High-Brand Risk Merchant, High-Risk Internet Payment Facilitator, or High-Brand Risk Sponsored Merchant assigned an MCC considered by Visa to be high-brand risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs."	151014-010611-0026391
<b>High-Risk Internet Payment Facilitator</b>	A Payment Facilitator that: <ul style="list-style-type: none"> <li>Enters into a contract with an Acquirer to provide payment services to High-Risk Merchants, High-Brand Risk Merchants, High-Risk Sponsored Merchants, or High-Brand Risk Sponsored Merchants</li> <li>Includes one or more Sponsored Merchants required to be classified with an MCC considered to be high-risk, as specified in Section 10.5.6.1, "High-Brand Risk MCCs"</li> </ul>	151014-010611-0026392
<b>Hotel</b>	A hotel Merchant.	010410-010410-0024708
<b>Hotel Reservation Service</b>	A Visa Hotel service where a Cardholder may use a Visa Card to guarantee overnight accommodations.	151014-010410-0024709

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>I</b>		
<b>iCVV – US Region</b>	An alternate Card Verification Value that an Issuer may encode on a Chip instead of the standard Card Verification Value contained in the Magnetic Stripe of the Chip Card.	151014-010410-0024710
<b>ID Score Plus – US Region</b>	A feature of Visa Advanced ID Solutions that provides Members with a score and related reason code(s) provided by ID Analytics, Inc. The score assesses the risk associated with an identity in connection with an application for a Card or non-Visa card or other Visa or non-Visa product.	151014-010410-0024711
<b>Imprint</b>	Cardholder data transferred from a Card to a Transaction Receipt to complete a Transaction. There are 2 kinds of imprints: <ul style="list-style-type: none"> <li>• Electronic Imprint</li> <li>• Manual Imprint</li> </ul>	010410-010410-0024713
<b>In-Transit Transaction</b>	The purchase of goods, services, or gambling on board a passenger transport vehicle. This includes Transactions on board a Cruise Line, bus, airplane, ferry, or train.	151014-010410-0024717
<b>Inbound Teleservices – US Region</b>	Non-business-to-business audiotext/videotext and/or digital content services accessed via telephone, fax, or over an open network, such as the Internet. Used for the purchase of services or information including pay-per-call services such as: <ul style="list-style-type: none"> <li>• Psychic readings</li> <li>• Sports scores</li> <li>• Stock market quotes</li> </ul>	151014-010410-0024719
<b>Incremental Counterfeit Fraud</b>	Actual counterfeit fraud reported by Issuers on Account Data Compromise Event accounts that is above a baseline or "expected" level of fraud reported on non-event accounts during an event's Fraud Window.	151013-150512-0026747
<b>Independent Contractor – US Region</b>	An individual whose bank card-related business relationship with a Member or third party involves any of the following: <ul style="list-style-type: none"> <li>• Merchant solicitation, sales, or service</li> <li>• Merchant Transaction processing solicitation</li> <li>• Cardholder solicitation or Card application processing services</li> </ul>	151014-010410-0024720

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Input Date</b>	The date on which a Member submits outgoing Interchange, or, for Domestic Transactions, the date on which the Member processes outgoing Interchange.	151013-010410-0024722
<b>Installment Billing Transaction – US Region</b>	A single purchase of goods that is all of the following: <ul style="list-style-type: none"> <li>• Divided into 2 or more installment payment Transactions</li> <li>• Originated at a Mail/Phone Order or Electronic Commerce Merchant</li> <li>• Authorized and processed as specified in Section 5.9.8.3, "Installment Transaction Merchant Requirements"</li> </ul>	151014-010410-0024723
<b>Installment Transaction</b>	The single purchase of goods or services billed to an account in multiple segments over a period of time agreed to between a Cardholder and a Merchant.	151014-010410-0024724
<b>Instant Card Personalization Issuance</b>	The ability to instantly personalize Visa Cards as a customer waits or to respond immediately to a request for an emergency replacement of a Cardholder's lost or stolen card.	151014-010410-0025525
<b>Instant Card Personalization Issuance Agent</b>	A Third Party Agent that performs instant Card personalization and issuance for an Issuer.	151014-010410-0025526
<b>Instant/Remote Issuance – US Region</b>	The instant issuance of Visa Card products at a location other than a Member's card manufacturing facility (for example: a branch office).	151014-010410-0024725
<b>Integrated Circuit Card</b>	See Chip Card.	010410-010410-0024726
<b>Integrated Circuit Chip</b>	See Chip.	010410-010410-0024728
<b>Interchange</b>	The exchange of Clearing Records between Members. The Visa Rules refer to the following types of Interchange: <ul style="list-style-type: none"> <li>• Domestic Interchange</li> <li>• International Interchange</li> </ul>	151014-010410-0024729
<b>Interchange Authorization Limit</b>	The amount over which a manual authorizer must obtain an Authorization from an Issuer for a proposed Transaction or group of Transactions initiated on the same day by the same Cardholder.	151014-010410-0024731
<b>Interchange File</b>	An electronic file containing a Member's Interchange data.	010410-010410-0024732

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Interchange Reimbursement Fee (IRF)</b>	A fee reimbursed by an Acquirer to an Issuer in the Clearing and Settlement of an Interchange Transaction.	151012-010410-0024733
<b>Interchange Reimbursement Fee (IRF) – US Region</b>	One of the following: <ul style="list-style-type: none"> <li>• A fee that an Acquirer pays to an Issuer in the Clearing and Settlement of an Interchange Transaction</li> <li>• A fee that an Issuer pays to an Acquirer for making a Cash Disbursement to a Cardholder</li> </ul>	151014-010410-0024734
<b>Intercompany Interchange Reimbursement Fee Compliance Process</b>	A process by which Members of Visa Inc. and Visa Europe can resolve disputes and recover financial losses caused by the application of an incorrect Interchange Reimbursement Fee resulting from a violation of either the Visa Rules by a Visa Inc. Member or <i>Visa Europe Operating Regulations</i> by a Visa Europe Member. The process is only available for cross-border Transactions between Visa Inc. and Visa Europe.	151014-130111-0026214
<b>Interlink Program</b>	A program through which an Interlink participant (acting as an Interlink issuer) provides Point-of-Transaction services to Interlink cardholders, Interlink merchants, or both, as specified in the <i>Interlink Network, Inc. Bylaws</i> , <i>Interlink Network, Inc. Operating Regulations</i> and the Visa Rules.	151014-010410-0024737
<b>Interlink Program Marks</b>	The Interlink Mark, Network Design Mark, and any other service Marks adopted by Visa for use with the Interlink Program.	010410-010410-0024738
<b>Interlink Wordmark – US Region</b>	A Mark comprising the word “Interlink.” One of the Interlink Program Marks.	151014-010410-0024740
<b>Intermediary Bank</b>	A depository institution, specified by a Member or by Visa, through which a Settlement funds transfer must be processed for credit to a Settlement account at another depository institution.	010410-010410-0024741
<b>International Airline</b>	Either: <ul style="list-style-type: none"> <li>• An Airline that sells tickets directly in its own name in 2 or more countries, operates scheduled flights between 2 or more countries, or both</li> <li>• Its authorized agent that sells airline tickets on behalf of the Airline</li> </ul>	151014-010410-0024742
<b>International Airline Transaction – US Region</b>	A Transaction completed at an International Airline participating in the International Airline Program.	151014-010410-0024743

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>International Automated Referral Service</b>	A VisaNet service that enables a VisaNet Processor to obtain an immediate reply to a Referral Response.	010410-010410-0024745
<b>International Board</b>	The Visa International Board of Directors.	010410-010410-0024746
<b>International Interchange</b>	Interchange of an International Transaction.	010410-010410-0024747
<b>International Transaction</b>	A Transaction where the Issuer of the Card used is not located in the Transaction Country. This does not apply in the US Region or a US Territory for US Covered Visa Debit Card Transactions in the US Region or a US Territory for routing and Interchange Reimbursement Fee purposes.	151014-010410-0024752
<b>Internet Domain Name – US Region</b>	A network name associated with an organization, such as "Visa.com," "Visabank.com," or "Merchantnamevisa.com."	151014-010410-0024755
<b>Internet Domain Name-Visa Simple</b>	An internet domain name consisting of the name "Visa" used alone, such as: <ul style="list-style-type: none"> <li>• "Visa.xx"</li> <li>• "Visa.com"</li> <li>• "Visa.net"</li> <li>• "Visa.org.xx"</li> </ul>	151014-010410-0024758
<b>Interregional Interchange</b>	Interchange for an Interregional Transaction.	010410-010410-0024761
<b>Interregional Transaction</b>	A Transaction where the Issuer of the Card used is not located in the Transaction Region.	010410-010410-0024762
<b>Intraregional Transaction</b>	A Transaction where the Issuer of the Card used is located in the Transaction Region, but not in the Transaction country.	010410-010410-0024763
<b>IRF Compliance</b>	A process by which Visa resolves disputes between Members for a Member's violation of the Visa Rules or any applicable Interchange Reimbursement Fee (IRF) guide that causes an incorrect Interchange Reimbursement Fee rate to be applied to a large number of Transactions, resulting in a financial loss to another Member.	151014-010410-0024735

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Issuer</b>	A Member that enters into a contractual relationship with a Cardholder for the issuance of one or more Card products.	010410-010410-0024768
<b>Issuer Chip Rate</b>	An Interregional Interchange Reimbursement Fee reimbursed to an Issuer for any Transaction that meets the Electronic Rate requirements and is completed with a Card issued by an Issuer that has converted 50% of a designated BIN(s) or Account Number range of a Visa Card Program or Visa Electron Program to Visa Smart Payment, and is conducted at a Magnetic-Stripe Terminal.	151013-010410-0024770
<b>Issuer Limit</b>	An Issuer-specified amount limit that determines how a Transaction will be authorized. Visa routes a Transaction as follows, based on the Transaction amount: <ul style="list-style-type: none"> <li>Amount at or above the Issuer Limit, to the Issuer or its VisaNet Processor</li> <li>Amount below the Issuer Limit, to Stand-In Processing using the Positive Cardholder Authorization Service</li> </ul>	010410-010410-0024771
<b>Issuers' Clearinghouse Service – US Region</b>	A service developed jointly by Visa and MasterCard Worldwide that is designed to reduce Member losses from excessive credit applications and unauthorized use.	151014-010410-0024769
<b>J</b>		
No glossary terms available for J.		010410-010410-0025512
<b>K</b>		
<b>Key Management Service</b>	A service that Visa provides to process, store, and transmit Member keys associated with the security algorithm used in the V.I.P. System to protect the security of PINs.	010410-010410-0024773
<b>L</b>		
<b>LAC</b>	Latin America and Caribbean.	010410-010410-0024774
<b>Late Settlement Fee</b>	The fee that Visa collects from a Member for failure to transfer the Settlement Amount to the Visa Settlement Bank on the date due.	010410-010410-0024775

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Lead Bank</b>	A Visa Multinational Program participant that initiates Multi-Country Issuing on behalf of a Multinational Company client.	160312-141010-0026026
<b>Level 4 Merchant – AP Region</b>	A Merchant in Australia or New Zealand processing fewer than 20,000 Visa Electronic Commerce Transactions annually or fewer than 1 million cumulative Visa Transactions annually.	160312-060111-0026187
<b>Level II Enhanced Data – US Region</b>	Data provided to Visa in connection with a Commercial Visa Product Transaction that includes the sales tax amount, customer code (cost center, general ledger number, order/invoice number), and additional data for T&E Transactions, as specified in the <i>US Interchange Reimbursement Fee Rate Qualification Guide</i> .	151014-010410-0024778
<b>Liability</b>	As specified in the Visa Rules, any liability under any theory or form of action whatsoever, in law or in equity, including, without limitation, contract or tort, including negligence, even if the responsible party has been notified of the possibility of such damages. The term also includes liability for infringement of others' intellectual property rights or any liability for Claims of third parties.	151014-010410-0024779
<b>Licensee</b>	An entity licensed to participate in the Visa or Visa Electron Program that is neither a: <ul style="list-style-type: none"> <li>• Member</li> <li>• Member or owner of a Group Member</li> </ul>	010410-010410-0024780
<b>Limited Acceptance – US Region</b>	A term describing a Merchant's option to accept one category of Visa Cards and not another. Categories consist of both: <ul style="list-style-type: none"> <li>• Visa Credit and Business Category</li> <li>• Visa Debit Category</li> </ul> This definition does not apply to Visa Business Check Cards accepted as specified in Section 5.9.10.1, "Collection or Refinancing of Existing Debt – US Region."	151014-010410-0024784
<b>Limited Acceptance Merchant – US Region</b>	A category of Merchant that accepts either, but not both, of the following: <ul style="list-style-type: none"> <li>• Visa Credit and Business Category Cards</li> <li>• Visa Debit Category Cards</li> </ul>	151014-010410-0024785
<b>Listed Card</b>	A Card whose Account Number is listed on the Exception File.	010410-010410-0024786



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Load Transaction</b>	A means of adding monetary value to a Card.	151014-010410-0024791
<b>Location Code – US Region</b>	A unique code identifying either a Point-of-Transaction Terminal or Merchant Outlet where a Transaction originates.	151014-010410-0024793
<b>Lodging Merchant – US Region</b>	A Merchant that sells overnight accommodations, intended for a limited period of time, at a fixed location.	151014-010410-0024794
<b>Logotype</b>	A Wordmark depicted in stylized lettering.	010410-010410-0024795
<b>Lost/Stolen Card Reporting Service – US Region</b>	A VisaNet service provided for an Issuer's Authorizing Processor when a Visa Card, Visa Electron Card, or Visa TravelMoney Card is reported lost or stolen to a VisaNet Authorization operator.	151014-010410-0024798
<b>M</b>		
<b>Magnetic Stripe</b>	A magnetic stripe on a Card that contains the necessary information to complete a Transaction.	010410-010410-0024808
<b>Magnetic-Stripe Card</b>	A Card bearing a Magnetic Stripe that contains the necessary information to complete a Transaction.	010410-010410-0024801
<b>Magnetic-Stripe Data</b>	Data contained in a Magnetic Stripe and replicated in a Chip.	010410-010410-0024802
<b>Magnetic-Stripe Image</b>	The minimum Chip payment data replicating the Magnetic Stripe information required to process an EMV-Compliant Transaction.	010410-010410-0024803
<b>Magnetic-Stripe Terminal</b>	A terminal that reads the Magnetic Stripe on a Card.	010410-010410-0024806
<b>Magnetic-Stripe Terminal – US Region</b>	A Point-of-Transaction Terminal that reads the Magnetic Stripe on a Card and that also may read Contactless Payment Device data via a wireless interface.	151014-010410-0024807
<b>Mail/Phone Order Merchant</b>	A Merchant that completes a Mail/Phone Order Transaction.	010410-010410-0024809

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Mail/Phone Order Transaction</b>	A Transaction where a Cardholder orders goods or services from a Merchant by telephone, mail, or other means of telecommunication, and neither the Card nor the Cardholder is present at the Merchant Outlet.	010410-010410-0024810
<b>Manual Cash Disbursement</b>	A Cash Disbursement obtained with a Visa Card or Visa Electron Card in a Face-to-Face Environment.	010410-010410-0024814
<b>Manual Imprint</b>	An imprint of the embossed data on the front of the Card taken with a Manual Imprinter. A Manual Imprint must not consist of an impression taken from the Card using pencil, crayon, or other writing instrument.	010410-010410-0024815
<b>Manual Imprinter – US Region</b>	A mechanical device specifically designed to transfer the embossing on a Card and Merchant plate to a Transaction Receipt.	151014-010410-0024816
<b>Manual Transaction Receipt</b>	A Transaction Receipt created when an Account Number is transferred to the Transaction Receipt without the use of electronic means in a manual or semi-electronic environment.	010410-010410-0024817
<b>Mark</b>	A word, name, design, symbol, or other device, or any combination thereof, that Visa or any entity adopts to identify its goods or services.	010410-010410-0024818
<b>Maximum Surcharge Cap – US Region and US Territories</b>	In the US Region or a US Territory, the maximum US Credit Card Surcharge that a Merchant may assess on a Visa Credit Card Transaction, as may be revised from time to time and that is communicated via the Visa public website, <a href="http://www.visa.com">www.visa.com</a> .	151014-270113-0027531
<b>Member</b>	A client of Visa U.S.A., Visa International, Visa Worldwide, or Visa International Servicios de Pago España, S.R.L.U. or a customer that has entered into a Services Agreement with Visa Canada. Requirements for membership are defined in the applicable Visa Charter Documents.	151014-010410-0024822
<b>Membership Application</b>	The set of forms and/or documents containing rights, duties, obligations, and disclosures which, when signed and submitted by an authorized officer of a financial institution to become a Visa Member, represent a contractual obligation between Visa and such Member, under which the Member will be bound.	111011-010410-0024823
<b>Merchant</b>	An entity that accepts a Visa Card for the sale of goods or services and submits the resulting Transaction to an Acquirer for Interchange, directly or via a Payment Facilitator. A Merchant may be a single Merchant Outlet or represent multiple Merchant Outlets.	150415-010410-0024828

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Merchant Agreement</b>	A direct contract between a Merchant and an Acquirer or between a Sponsored Merchant and a Payment Facilitator, containing their respective rights, duties, and obligations for participation in the Acquirer's Visa or Visa Electron Program.	150415-010410-0024830
<b>Merchant Alert Service</b>	A regional risk management service that requires a participating Acquirer to both: <ul style="list-style-type: none"> <li>• Submit information about a Merchant it has terminated</li> <li>• Verify, before signing, that a Merchant is not listed with the service</li> </ul>	010410-010410-0024831
<b>Merchant Category Code (MCC)</b>	A code designating the principal trade, profession, or line of business in which a Merchant is engaged, as specified in the <i>Visa Merchant Data Standards Manual</i> .	151014-010410-0024834
<b>Merchant Certificate</b>	An electronic document used to authenticate a Merchant in an Electronic Commerce Transaction.	010410-010410-0024835
<b>Merchant Discount Rate – US Region and US Territories</b>	In the US Region or a US Territory, the fee, expressed as a percentage of the total Transaction amount that a Merchant pays to its Acquirer or VisaNet Processor for transacting on a credit card brand. The Merchant Discount Rate includes both: <ul style="list-style-type: none"> <li>• The interchange rate, network set fees associated with the processing of a Transaction, network set fees associated with the acceptance of the network's brand, and the Acquirer set processing fees associated with the processing of a Transaction, irrespective of whether such fees and costs are paid via the Merchant discount or by check, withholding, offset, or otherwise; and</li> <li>• Any other services for which the Acquirer is paid via the mechanism of the per transaction merchant discount fee.</li> </ul> Other than the fees listed in the first bullet above, the Merchant Discount Rate excludes any fees (such as the cost of rental of point-of-sale terminal equipment, for example) that are invoiced separately or not paid via the mechanism of the per transaction merchant discount fee.	151014-270113-0027532
<b>Merchant Fraud Performance Program</b>	A fraud management program used to identify Merchants with excessive fraud levels.	010410-010410-0024839
<b>Merchant Outlet</b>	Either: <ul style="list-style-type: none"> <li>• The physical premises of a Merchant at which a Transaction is completed</li> </ul>	151014-010410-0024842

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>For an Electronic Commerce or Mail/Phone Order Merchant, the country where all of the following occur: <ul style="list-style-type: none"> <li>There is a Permanent Establishment through which Transactions are completed. In the absence of a Permanent Establishment, a Merchant that provides only digital goods must use the country where the principals of the company work.</li> <li>The Merchant holds a valid business license for the Merchant Outlet.</li> <li>The Merchant has a local address for correspondence and judicial process other than a post office box or mail-forwarding address, which do not meet this requirement.</li> <li>The Merchant Outlet pays taxes relating to the sales activity.</li> </ul> </li> </ul>	
<b>Merchant Plug-In (MPI) Client Certificate – Canada Region</b>	A unique electronic cryptogram used to authenticate an Electronic Commerce Merchant that has enrolled in Verified by Visa.	150413-010410-0024844
<b>Merchant Verification Value (MVV)</b>	<p>An assigned value transmitted in the Transaction message used by Visa to identify an Acquirer or Merchant that is registered with Visa:</p> <ul style="list-style-type: none"> <li>To assess specific fees</li> <li>For other special Interchange treatment</li> <li>For participation in select acceptance programs</li> <li>For unique processing criteria</li> </ul> <p>The MVV consists of 10 digits, the first 6 of which are assigned by Visa.</p>	151014-010111-0026121
<b>Merchant-Provided Proximity Device – Canada Region</b>	A device provided by a Merchant that contains no Visa account information but is tied to a Visa Cardholder account for Transaction billing purposes.	151014-151014-0029136
<b>Merger</b>	<p>A term used to describe any of the following:</p> <ul style="list-style-type: none"> <li>Purchase of a Member organization by another organization where the acquired Member's charter is dissolved</li> <li>Merging of two or more organizations into a single entity requiring a new charter</li> </ul>	111011-010100-0025531

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Minimum Spending Limit – AP Region</b>	The ability of a Cardholder to accumulate charges of predefined value during each or any statement cycle. For products with debit capabilities, Minimum Spending Limit is subject to available funds in the account of the Cardholder.	151014-010310-0025673
<b>Misencoded Card</b>	A valid Card on which erroneous information is encoded.	010410-010410-0024851
<b>Mobile Money Agent – AP Region, CEMEA Region, and LAC Region</b>	An entity that delivers Transaction services to Visa Mobile Prepaid account holders, including, but not limited to, customer registration, Card distribution, cash-ins, and cash-outs.	151014-151112-0027166
<b>Mobile Money Consumer Authentication – AP Region, CEMEA Region, and LAC Region</b>	A 2-part authentication process conducted by a Mobile Money Operator to verify a Visa Mobile Prepaid account holder.	151014-151112-0027678
<b>Mobile Money Operator – AP Region, CEMEA Region, and LAC Region</b>	A category of financial service providers that may include Members or non-deposit-taking financial institutions, such as mobile network operators and micro-finance institutions, that may use a Mobile Money Agent or branch network as its acquisition and service channel for Visa Mobile Prepaid account holders.	151014-151112-0027167
<b>Mobile Payment Acceptance Solution</b>	<p>A payment acceptance application that uses a portable electronic device. The portable electronic device must exhibit both of the following characteristics:</p> <ul style="list-style-type: none"> <li>• Not solely dedicated to point-of-sale functions</li> <li>• The ability to wirelessly communicate across open networks</li> </ul> <p>The solution may also include a hardware attachment for the purpose of card reading and/or PIN entry.</p>	151014-011012-0027382
<b>Mobile Payment Device</b>	A Contactless Payment Device that resides in a portable electronic device that can access a wireless network.	151014-080312-0026785
<b>Money Transfer Original Credit Program</b>	A Visa program that allows a Member to offer funds transfer services to its Visa Cardholders or other consumers resulting in a credit to the recipient Cardholder's Visa account, as specified in the <i>Visa Personal Payments Money Transfer – Global Implementation Guide</i> .	151014-091210-0026080

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Money Transfer Original Credit Transaction</b>	A funds transfer Transaction initiated by a Member that results in a credit to a Visa Account Number for a purpose other than refunding a Visa purchase (for example: overseas remittances, gift transfers, Visa Card payments), as specified in the <i>Visa Personal Payments Money Transfer – Global Implementation Guide</i> .	151014-010410-0026081
<b>MoneyChoices – US Region</b>	A Visa program that provides Members with an internet-based educational resource for Cardholders in need of financial planning or money-management skills.	151014-010410-0024852
<b>Multi-Country Issuing</b>	Within the Visa Multinational Program, a scenario in which a Lead Bank forms a relationship with a Partner Bank located in another country for the purpose of issuing Visa Commercial Card products to its Multinational Company clients. Multi-Country Issuing is identified in the <i>Visa Multinational Program Guide</i> as "Indirect Cross-Border Issuing."	151014-141010-0026027
<b>Multi-Currency Priced Transaction</b>	A Transaction in which a Merchant displays the price of goods or services in a currency or currencies other than, or in addition to, the Merchant's local currency. No Dynamic Currency Conversion is conducted.	111011-090910-0025996
<b>Multinational Company</b>	A commercial organization with operations, subsidiaries, and employees situated in more than one country (excluding franchise representatives, independently owned dealers, and joint ventures in which a Multinational Company participates), as specified in the <i>Visa Multinational Program Guide</i> .	151014-010410-0024854
<b>N</b>		
<b>National Card Recovery Bulletin</b>	A special edition of the Card Recovery Bulletin that lists domestic Account Numbers in addition to other applicable listings.	010410-010410-0024856
<b>National Card Recovery File</b>	A weekly file of all Visa account numbers listed on the Exception File with a Pickup Response.	151012-010410-0024857
<b>National Office</b>	A Visa office with jurisdiction over a single country.	010410-010410-0024861
<b>National Organization</b>	An organization as defined under the <i>Visa International Certificate of Incorporation and Bylaws</i> , Section 16.01.	010410-010410-0024863

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Negative Option Merchant</b>	A Merchant that offers goods and/or services that result in a Negative Option Transaction.	151012-010611-0026394
<b>Negative Option Transaction</b>	An offer of goods and/or services that a Cardholder needs to expressly reject during the Transaction process, including expressly declining willingness to participate in future Transactions.	151014-010611-0026393
<b>Net Sales – US Region</b>	In calculation of Interchange Reimbursement Fees, Transaction Receipt totals less Credit Transaction Receipt totals.	151014-010410-0024867
<b>Network Design Mark – US Region</b>	A Visa-owned service Mark used in the Interlink Program.	151014-010410-0024866
<b>New Channel</b>	An environment in which payment is initiated via a Cardholder Access Device or other device that does not use a standard Hypertext Markup Language (HTML) browser to process an Authentication Request.	010410-010410-0024868
<b>No-Show Transaction</b>	A Transaction that a Hotel participating in the Hotel Reservation Service or a Car Rental Company participating in the Specialized Vehicle Reservation Service completes, resulting from a Cardholder's alleged failure to cancel or use the reservation.	010410-010410-0024869
<b>No-Show Transaction – US Region</b>	A Transaction resulting from a Cardholder's alleged failure to cancel or use a reservation completed by either a: <ul style="list-style-type: none"> <li>• Lodging Merchant participating in the Visa Reservation Service</li> <li>• Car Rental Company participating in the Visa Reservation Service</li> </ul>	151014-010410-0024870
<b>Non-Authenticated Security Transaction</b>	An Electronic Commerce Transaction that uses data encryption for security but is not authenticated using an Authentication Method.	010410-010410-0024871
<b>Non-Confidential Enhanced Merchant-Level Data – US Region</b>	Merchant-related data provided through Visa to an Issuer in connection with a Commercial Visa Product, comprising only the following data elements: <ul style="list-style-type: none"> <li>• Merchant name</li> <li>• Merchant street address</li> <li>• Merchant city, state, and ZIP code</li> <li>• Merchant telephone number</li> </ul>	151014-010410-0024872

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Non-member – Canada Region</b>	An entity that is not eligible to be a customer of Visa.	010410-010410-0024874
<b>Non-member Identification – Canada Region</b>	The name or Trade Name alone or in combination with the Corporate logo or Mark of a Non-member.	010410-010410-0024875
<b>Non-Member Licensee – US Region</b>	An entity that is both: <ul style="list-style-type: none"> <li>Licensed to participate in the Visa or Visa Electron Program in a country outside of the United States and is not a Member of Visa</li> <li>Has the privileges and obligations of Interchange in the Visa or Visa Electron Program, as applicable</li> </ul>	151014-010410-0024876
<b>Non-Participation Message</b>	A message to a Verified by Visa Merchant indicating that the Issuer or Cardholder, represented by either the Issuer BIN or the Account Number, does not participate in 3-D Secure.	150413-010410-0024878
<b>Non-Reloadable Card</b>	A Visa Prepaid Card that is funded with monetary value only once.	081010-010410-0024880
<b>Non-Secure Transaction</b>	An Electronic Commerce Transaction that has no data protection.	010410-010410-0024881
<b>Non-Settled Advice</b>	A text message available to Members that specifies the count and amount of Clearing Records processed in Domestic Interchange.	010410-010410-0024882
<b>Non-Standard Card</b>	A Visa Card or Visa Electron Card that does not comply with the plastic specifications in the <i>Visa Product Brand Standards</i> , requires Visa approval, and must both: <ul style="list-style-type: none"> <li>Provide the designated level of utility promised to the Cardholder</li> <li>Contain the physical elements and data components required to complete a Transaction</li> </ul>	151014-010410-0024883
<b>Non-Visa Debit Transaction – US Region</b>	An act between a Visa Check Card or Visa Debit Card Cardholder and a merchant that results in the generation of a transaction on a debit network other than Visa.	151014-010410-0024885
<b>Non-Visa-Owned Marks</b>	The Marks used in conjunction with a program sponsored by Visa, but owned by a third party.	010410-010410-0024884



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Nonfulfillment Message</b>	A response to a Retrieval Request indicating that the Acquirer will not provide a copy through an electronic document transfer method.	010410-010410-0024886
<b>Notification</b>	Written notice delivered by mail, courier, facsimile, hand, email, or other electronic delivery method. Notification is effective when posted, sent, or transmitted by Visa to the Member or its Agent.	151014-150211-0024887
<b>Numeric ID</b>	Any identifier, other than a BIN, assigned by Visa to a Visa Member, VisaNet Processor, or Third Party Agent, including, but not limited to, Processor Control Records (PCR), Station IDs, and Routing IDs, used to facilitate transaction routing and processing.	151014-080911-0026475
<b>O</b>		
<b>Offline Authorization</b>	An Issuer-controlled process that allows a Chip-initiated Authorization Request to be processed in a below-Floor Limit environment without sending the request to the Issuer.	010410-010410-0024898
<b>Offline Data Authentication – Canada Region</b>	Any Authentication as specified in the Chip Specifications, including Combined Data Authentication, Dynamic Data Authentication, and Static Data Authentication.	010410-010410-0024900
<b>Offline PIN Verification</b>	A process used to verify the Cardholder's identity by comparing the PIN entered at the Chip-Reading Device to the PIN value contained in the Chip.	010410-010410-0024902
<b>Olympic Marks</b>	The Marks of the Olympic games when used in conjunction with the Visa, Visa Electron, or Visa TravelMoney Program.	010410-010410-0024906
<b>On-Us Transaction</b>	A Transaction where an individual Member, represented by one Visa Business ID (BID), both: <ul style="list-style-type: none"> <li>• Holds an issuing license and has issued the Visa Card used in the Transaction</li> <li>• Holds an acquiring license and acquired the corresponding Merchant volume</li> </ul>	151014-010410-0024907
<b>Online</b>	A method of requesting an Authorization through a communications network other than voice.	010410-010410-0024910
<b>Online Address – US Region</b>	The electronic sales location (domain name) of a Merchant that conducts the sale of goods or services over the internet or other network (for example: <a href="http://www.merchantname.com">http://www.merchantname.com</a> ).	151014-010410-0024911

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Online Card Authentication Cryptogram</b>	A cryptogram generated by a Chip Card during a Transaction and used to validate the authenticity of the Card.	050411-010410-0024912
<b>Online Check Card Transaction – US Region</b>	<b>Effective through 30 June 2015</b> A Transaction completed through the use of a Visa Check Card II that is a single-message-acquired, full-financial Transaction.	151014-010410-0024913
<b>Online Financial Processing</b>	A process that combines Authorization, Clearing, and Settlement into a single Online Financial Transaction.	010410-010410-0024914
<b>Online Financial Transaction</b>	A Transaction that is authorized, cleared, and settled in a single online message.	010410-010410-0024915
<b>Online Gambling Merchant</b>	An Electronic Commerce Merchant that provides any form of gambling services over the internet or other networks. Gambling services include, but are not limited to, the following: <ul style="list-style-type: none"> <li>• Betting</li> <li>• Lotteries</li> <li>• Casino-style games</li> <li>• Funding an account established by the Merchant on behalf of the Cardholder</li> <li>• Purchase of value for proprietary payment mechanisms, such as electronic gaming chips</li> </ul>	151014-010410-0024916
<b>Online Gambling Transaction</b>	An Electronic Commerce Transaction representing the purchase of any form of gambling services over the internet or other networks. Gambling services include, but are not limited to, the following: <ul style="list-style-type: none"> <li>• Betting</li> <li>• Lotteries</li> <li>• Casino-style games</li> <li>• Funding an account established by the Merchant on behalf of the Cardholder</li> <li>• Purchase of value for proprietary payment mechanisms, such as electronic gaming chips</li> </ul>	151014-010410-0024917

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Open File Delivery – US Region</b>	A component of the Direct Exchange network that allows Visa and endpoints to exchange data files through a single connection to VisaNet. Applicable file types include BASE II, Automated Clearing House, Single Message System reports, and raw data files.	151014-010410-0024920
<b>Operating Certificate</b>	A report that a Member sends to Visa at a set pre-determined time, detailing its Visa Card and Merchant statistics.	151014-151013-0027826
<b>Operating Expense Recovery</b>	A component of the Global Compromised Account Recovery (GCAR) program that allocates responsibility and reimbursement for a portion of Issuers' estimated operational expenses incurred as the result of a compromise of Magnetic-Stripe Data, and PIN data for Account Data Compromise Events that also involve PIN compromise.	151014-150512-0026064
<b>Order Form – US Region</b>	A document bearing the Cardholder's signature, either written or electronic, authorizing goods or services to be charged to his/her account. An Order Form may be any of the following: <ul style="list-style-type: none"> <li>• Mail order form</li> <li>• Recurring Transaction form</li> <li>• Preauthorized Healthcare Transaction form</li> <li>• Email or other electronic record that meets the requirements of applicable laws or regulations</li> </ul>	151014-010410-0024923
<b>Original Adjustment – US Region</b>	One of the following: <ul style="list-style-type: none"> <li>• A PIN-Authenticated Visa Debit Transaction completed and submitted through Interchange without an Authorization because the connection between the Merchant and its VisaNet Processor was inoperable</li> <li>• <b>Effective through 30 June 2015</b> An Online Check Card Transaction completed and submitted through Interchange without an Authorization because the connection between the Merchant and its Authorizing Processor was inoperable</li> </ul>	151014-010410-0024924
<b>Original Credit Transaction</b>	A Transaction initiated by a Member either directly, or on behalf of its Merchants, that results in a credit to a Visa Account Number for a purpose other than refunding a Visa purchase.	151014-010410-0024925

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Originating Member</b>	An Issuer or Acquirer that initiates an Original Credit Transaction, including a Money Transfer Original Credit Transaction, as specified in the <i>Visa Personal Payments Money Transfer – Global Implementation Guide</i> .	151014-010410-0024926
<b>Outbound Telemarketing – US Region</b>	Merchant-initiated contact with a Cardholder via a telephone call or a mailing (other than a catalog) that instructs the Cardholder to call the Merchant. These solicitations include, but are not limited to, discount buying clubs, discount travel clubs, membership clubs, credit card protection/registration services, cosmetics, health care products, and vitamins. This definition also includes “up sell” Merchants. These Merchants often solicit Cardholders when they contact call centers to purchase products of other direct marketing Merchants or to request customer service assistance.	151014-010410-0024927
<b>P</b>		
<b>PAReq</b>	The "Payer Authentication Request" message type, as specified in the applicable Verified by Visa Implementation Guide. See "Authentication Request."	151014-150312-0026812
<b>PARes</b>	The "Payer Authentication Response" message type, as specified in the applicable Verified by Visa Implementation Guide. See "Authentication Response."	151014-150312-0026813
<b>Partial Authorization</b>	An Authorization for an amount less than the amount requested by a Merchant for a Transaction on a Visa Card.	010410-010410-0024929
<b>Participant-Type Member</b>	A Member of Visa characterized as one of the following: <ul style="list-style-type: none"> <li>• Credit Participant, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(h)</li> <li>• Debit Participant, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(i)</li> <li>• Cash Disbursement Participant, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(j)</li> <li>• Participant, as defined in the applicable Visa Charter Documents</li> </ul>	151014-010410-0024930

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Partner Bank</b>	A Visa Multinational Program participant that partners with the Lead Bank in a Multi-Country Issuing scenario. The Partner Bank resides in a country that is different from the Lead Bank and issues Visa Commercial Card products on behalf of the Lead Bank.	151014-141010-0026029
<b>Passenger Transport Service Category – US Region</b>	A Transaction category that provides customized services and procedures for Airlines or passenger railway Merchants or their agents.	151014-010410-0024932
<b>Payment Application</b>	A software application contained within a Chip or payment data encoded on a Magnetic Stripe that defines the parameters for processing a Visa Transaction.	010410-010410-0024933
<b>Payment Card Industry Data Security Standard (PCI DSS)</b>	A set of comprehensive requirements that define the standard of due care for protecting sensitive Cardholder information.	010410-010410-0024934
<b>Payment Card Industry Forensic Investigator (PFI)</b>	An individual or entity approved by the Payment Card Industry Security Standards Council to respond in the event of a security incident and perform forensic investigations.	151014-210411-0026276
<b>Payment Card Industry Payment Application Data Security Standard (PA-DSS)</b>	A data security standard that specifies security requirements for third-party Payment Application software that stores, processes, or transmits Cardholder data.	151012-200509-0024935
<b>Payment Facilitator Agreement</b>	An agreement between a Payment Facilitator and an Acquirer containing their respective rights, duties, and obligations for participation in the Acquirer's Visa Program.	151014-010711-0026430
<b>Peak Time – US Region</b>	The period of time, designated by a Car Rental Company, during which a Cardholder may use a Card to reserve a car that will be guaranteed under the Visa Reservation Service. Peak Time may include any of the following: <ul style="list-style-type: none"> <li>• Legal holidays, including 3-day weekends</li> <li>• Resort rentals during seasons best suited for the resort's activities</li> <li>• Special events that draw attendees from outside the local area, such as the Olympics, the Super Bowl, or Mardi Gras</li> </ul>	151014-010410-0024937
<b>Performance Threshold Interchange Reimbursement Fee Program – Visa Consumer Credit – US Region</b>	A Visa program that permits Acquirers to qualify for Interchange Reimbursement Fees for consumer Visa credit Card Transactions based on Merchant Outlet volume criteria and other qualifications.	151014-010410-0024938
<b>Performance Threshold Interchange Reimbursement Fee Transaction – US Region</b>	A consumer Visa credit Card Transaction that originates at a Merchant Outlet that qualifies for a Performance Threshold Interchange Reimbursement Fee Program.	151014-010410-0024940

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Permanent Establishment</b>	A fixed place of business through which an Electronic Commerce or Mail/Phone Order Merchant conducts its business, regardless of website or server locations.	151014-010410-0024941
<b>Personal Identification Number – US Region</b>	See PIN.	151014-010410-0024943
<b>Pickup Response</b>	An Authorization Response where the Transaction is declined and confiscation of the Card is requested.	010410-010410-0024945
<b>PIN</b>	A personal identification numeric code that identifies a Cardholder in an Authorization Request.	010410-010410-0024948
<b>PIN Management Requirements Documents</b>	A suite of PIN security documents that includes: <ul style="list-style-type: none"> <li>• <i>PCI PIN Transaction Security (PTS) – PIN Security Requirements</i></li> <li>• <i>PCI PIN Transaction Security (PTS) – Point of Interaction (POI) Modular Security Requirements</i></li> </ul>	151014-130912-0027348
<b>PIN Verification</b>	A procedure used to verify Cardholder identity when a PIN is used in an Authorization Request.	010410-010410-0024951
<b>PIN Verification Field</b>	A field encoded on the Magnetic Stripe or Chip of a Visa or Visa Electron Card comprising a PIN Verification Value, calculated with an algorithm using portions of the Account Number and PIN, and a one-digit key indicator.	010410-010410-0024952
<b>PIN Verification Service</b>	A service that Visa provides for the verification of Cardholder PINs transmitted with Authorization Requests.	010410-010410-0024953
<b>PIN Verification Value</b>	A 4-digit value used in PIN verification.	010410-010410-0024954
<b>PIN Verification Value File</b>	A VisaNet file of Account Numbers and PIN Verification Values maintained at a VisaNet Interchange Center at an Issuer's option for use as part of the PIN Verification Service.	010410-010410-0024955
<b>PIN-Authenticated Visa Debit Transaction – US Region</b>	A PIN-authenticated Transaction completed with a Visa Debit Card or a Visa Business Check Card in a Card-Present Environment.	151014-140412-0026511

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>PIN-Preferring Chip Card</b>	An EMV and VIS-Compliant Chip Card containing a Visa or Visa Electron Smart Payment Application, and a Cardholder Verification Method List specifying a preference for a PIN-based Cardholder Verification Method (either offline or online).	081010-010410-0024947
<b>Plus ATM</b>	An ATM that displays the Plus Symbol and not the Visa Brand Mark.	010410-010410-0024956
<b>Plus ATM – US Region</b>	An ATM that displays the Plus Symbol.	151014-010410-0024957
<b>Plus Card – US Region</b>	A card that bears the Plus Symbol.	151014-010410-0024958
<b>Plus Design</b>	See Diamond Design.	010410-010410-0024959
<b>Plus Logo – US Region</b>	See Plus Symbol.	151014-010410-0024961
<b>Plus Logotype</b>	The Plus Wordmark depicted in stylized lettering.	010410-010410-0024960
<b>Plus Program</b>	A program through which a Plus participant provides ATM services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.	010410-010410-0024962
<b>Plus Program – US Region</b>	A program through which a Plus Program Participant provides ATM services to cardholders, as specified in the <i>Plus System, Inc. Bylaws</i> , and <i>Plus System, Inc. Operating Regulations</i> .	151014-010410-0024963
<b>Plus Program Marks</b>	The Marks used in connection with the Plus Program, including the Diamond Design, Plus Symbol, Plus Logotype, Plus Wordmark, Plus Symbol-Contained, and Plus Symbol-Uncontained, as specified in the <i>Visa Product Brand Standards</i> .	151014-010410-0024964
<b>Plus Program Participant</b>	An entity participating in the Plus Program, as specified in the <i>Visa International Certificate of Incorporation and Bylaws</i> , Section 2.09.	010410-010410-0024965

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Plus Symbol</b>	<p>A Mark consisting of the Diamond Design combined with the Plus Logotype denoting ATM access only. One of the Visa-Owned Marks. The Plus Symbol:</p> <ul style="list-style-type: none"> <li>• Must be used as specified in the <i>Visa Product Brand Standards</i></li> <li>• May be used as either the: <ul style="list-style-type: none"> <li>– Plus Symbol-Contained</li> <li>– Plus Symbol-Uncontained</li> </ul> </li> </ul>	151014-010410-0024966
<b>Plus System, Inc.</b>	A subsidiary of Visa U.S.A. Inc. sublicensed to administer the Plus Program in the United States and certain other countries, in accordance with the affiliation agreements between that entity and Visa.	010410-010410-0024969
<b>Plus Wordmark</b>	A Visa-Owned Mark consisting of the word "Plus" with the initial letter capitalized.	010410-010410-0024973
<b>Point-of-Sale Balance Inquiry</b>	A Cardholder request for a Visa Prepaid Card account balance that is initiated at the Point-of-Transaction and processed as a separate, non-financial transaction.	151014-010410-0025553
<b>Point-of-Sale Balance Inquiry Service</b>	A service that uses VisaNet to provide a Point-of-Sale Balance Inquiry.	151014-010410-0024989
<b>Point-of-Sale Balance Return</b>	An Authorization Response in which an Issuer of Visa Prepaid Cards provides the remaining balance for participating Merchants to print on the Transaction Receipt.	081010-010100-0025554
<b>Point-of-Sale Balance Return Service</b>	A service that uses the Visa System to provide a Point-of-Sale Balance Return.	010410-010100-0025552
<b>Point-of-Transaction</b>	The physical location where a Merchant or Acquirer (in a Face-to-Face Environment) or an Unattended Cardholder-Activated Terminal (in an Unattended Environment) completes a Transaction Receipt.	151012-010410-0024974
<b>Point-of-Transaction – US Region</b>	<p>One of the following:</p> <ul style="list-style-type: none"> <li>• In a Face-to-Face Environment, the physical location at which a Merchant or Acquirer completes a Transaction Receipt</li> </ul>	151014-010410-0024975



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>In a Card-Present Environment, where an individual representing the Merchant or Acquirer is not present, the physical location at which a Cardholder completes an Unattended Transaction</li> <li>At an Online Address, the checkout page(s) of a Merchant's website at which a Cardholder completes a Transaction</li> </ul>	
<b>Point-of-Transaction Capability</b>	<p>The capability of a Merchant, Acquirer, or Unattended Cardholder-Activated Terminal to obtain an Authorization and process Transaction Receipt data. The Visa Rules refer to the following Point-of-Transaction Capability types:</p> <ul style="list-style-type: none"> <li>Authorization-Only Capability</li> <li>Data Capture-Only Capability</li> <li>Electronic Capability</li> <li>Manual Capability</li> <li>Semi-Electronic Capability</li> </ul>	151014-010410-0024976
<b>Point-of-Transaction Terminal</b>	<p>A device used at the Point-of-Transaction that has a corresponding Point-of-Transaction Capability. The Visa Rules refer to the following types of Point-of-Transaction Terminals:</p> <ul style="list-style-type: none"> <li>ATM</li> <li>Chip-Reading Device</li> <li>Magnetic-Stripe Terminal</li> <li>Unattended Cardholder-Activated Terminal</li> </ul>	151014-010410-0024978
<b>Point-of-Transaction Terminal – US Region</b>	<p>A device used at the Point-of-Transaction that has a corresponding Point-of-Transaction Capability. The Visa Rules refer to the following types of Point-of-Transaction Terminals:</p> <ul style="list-style-type: none"> <li>Account-Number-Verifying Terminal</li> <li>ATM</li> <li>Chip-Reading Device</li> <li>Contactless Payment Terminal</li> <li>Magnetic-Stripe Terminal</li> <li>Unattended Cardholder-Activated Terminal</li> </ul>	151014-010410-0024979
<b>Point-to-Point File Service – US Region</b>	<p>A service that enables Open File Delivery endpoints to transfer batch files to other Open File Delivery endpoints through Direct Exchange.</p>	151014-010410-0024980

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Points – US Region</b>	A value awarded to a participating Cardholder's rewards account as part of the Visa Extras Program.	151014-010410-0024981
<b>Portfolio Sale</b>	Sale of programs, in whole or part, from one organization to another where the selling organization and purchasing organization each maintains its respective charter.	151014-010410-0025532
<b>POS – Canada Region</b>	A Point-of-Transaction Terminal that excludes ATMs.	010410-010410-0024988
<b>POS Entry Mode</b>	A VisaNet field indicating the method used to obtain and transmit the Cardholder information necessary to complete a Transaction (for example: manual key entry, Magnetic-Stripe read, Chip-read).	151014-010410-0024990
<b>Post-Issuance Application Change</b>	A method that enables an Issuer to modify or block an application already residing on a Chip.	010410-010410-0024985
<b>Post-Issuance Application Load</b>	A method that enables an Issuer to add an application or service to the contents of a Chip without reissuing a Card.	010410-010410-0024986
<b>Post-Issuance Updates</b>	A method that enables an Issuer to update information stored in a Chip without reissuing the Card. There are 2 types of Post-Issuance Updates: <ul style="list-style-type: none"> <li>• Post-Issuance Application Change</li> <li>• Post-Issuance Application Load</li> </ul>	010410-010410-0024987
<b>Preauthorized Health Care Transaction – US Region</b>	A Transaction completed by a Health Care Merchant for which a Cardholder has provided written permission to the Merchant to charge the Cardholder's Visa account for services.	151014-010410-0024991
<b>Preauthorized Payment Cancellation Service</b>	A service that enables Visa Card Issuers to stop payment on Preauthorized Transactions.	160312-100211-0026230
<b>Preauthorized Transaction</b>	A Transaction for which a Cardholder has given advance permission to periodically charge his or her account. Preauthorized Transactions include, but are not limited to, Recurring Transactions, Installment Billing Transactions, and Preauthorized Health Care Transactions.	160312-100211-0026231

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Prepaid Account</b>	An account established by an Issuer, with previously deposited, authorized, or transferred funds, which is decreased by purchase Transactions, Cash Disbursements, or account fees.	010410-010410-0024994
<b>Prepaid Clearinghouse Service</b>	<b>Effective 1 June 2015</b> A centralized database that consolidates, tracks, and aggregates Visa Prepaid Card enrollments, loads as well as provisional credit requests for use in identifying and mitigating fraud within the lifecycle of a prepaid account.	150415-010115-0029068
<b>Prepaid Issuer Risk Program – US Region</b>	A program that increases an Issuer's accountability for controlling its relationship with its Agent that supports Visa Prepaid Card Issuer programs and enhances control mechanisms to mitigate risk to the Visa system.	151014-010410-0024997
<b>Prepaid Partner</b>	A Merchant, Member, or Third Party Agent that has a contract with an Issuer or Acquirer to sell, activate, and/or perform Load Transaction processing for, Visa Prepaid Cards.	151014-010410-0024998
<b>Prepaid Partner Agreement</b>	A contract between a Visa Prepaid Card Issuer or Acquirer and a Member, Merchant, or Third Party Agent containing respective rights, duties, and obligations for the sale, activation, and/or Load Transaction processing of Visa Prepaid Cards.	151014-010410-0024999
<b>Presentment</b>	A Clearing Record that an Acquirer presents to an Issuer through Interchange, either initially (a first Presentment) or after a Chargeback (a Representment).	010410-010410-0025001
<b>Prestigious Property – US Region</b>	A Lodging Merchant that is permitted to use the Status Check Procedure.	151014-010410-0025002
<b>Primary Account Number (PAN) – US Region</b>	See Account Number.	151014-080514-0025003
<b>Primary Mark</b>	A Visa-Owned Mark on a Card that identifies the primary Account Number when multiple Brand Marks (including both Visa-Owned and Non-Visa-Owned Marks) are contained on a Chip Card.	010410-010410-0025004
<b>Principal-Type Member</b>	A Member of Visa characterized as one of the following: <ul style="list-style-type: none"> <li>Principal Member, as defined in the Visa Charter Documents</li> </ul>	151014-080514-0025005

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>Acquirer Member, as defined in the applicable Visa Charter Documents</li> <li>Administrative Member, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(c)</li> <li>Debit Interchange Member, as defined in the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i>, Article II, Section 2.04(g)</li> <li>Group Member, as defined in the applicable Visa Charter Documents</li> <li>Merchant Acquirer Member, as defined in the applicable Visa Charter Documents</li> <li>Cash Disbursement Member, as defined in the applicable Visa Charter Documents</li> </ul>	
<b>Priority Check-out Agreement – US Region</b>	A written agreement that, when bearing a Cardholder's signature, authorizes a Lodging or Cruise Line Merchant participating in the Priority Check-out Service to deposit a Transaction Receipt without the Cardholder's signature for the total amount of their obligation.	151014-010410-0025008
<b>Priority Check-out Service – US Region</b>	A Visa service provided by Lodging and Cruise Line Merchants that allows a Cardholder to authorize the use of a Card for payment of the total obligation to the Lodging or Cruise Line Merchant, with or without prior knowledge of the total amount, by signing a completed Priority Check-out Agreement.	151014-010410-0025010
<b>Priority Check-out Transaction</b>	A Transaction that a Lodging Merchant, Hotel or Cruise Line participating in the Priority Check-out Service completes, resulting from completion of a Priority Check-out Agreement.	160312-010410-0025011
<b>Priority Check-out Transaction – US Region</b>	A Transaction that a Lodging or Cruise Line Merchant participating in the Priority Check-out Service completes.	151014-010410-0025012
<b>Private Agreement</b>	A bilateral agreement between Members, or the operating regulations of a Group Member, pertaining to Authorization or Clearing and Settlement of Domestic Transactions.	010410-010410-0025013
<b>Private Arrangement – US Region</b>	An agreement where Authorization Requests or Transactions involving 2 different Members are not processed through VisaNet. Private Arrangements are prohibited.	151014-010410-0025014

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Term	Definition	ID#
<b>Private Key</b>	The private or "secret" key paired with a Public Key in a Public Key cryptographic system that is used to decrypt data that was encrypted by its corresponding Public Key or encrypt data that can only be decrypted by its corresponding Public Key.	151014-010410-0025015
<b>Private Label Card</b>	A merchant's proprietary card that is accepted only at its own locations, or a multi-use non-Visa-branded Card.	111011-010410-0025016
<b>Private Processing Arrangement – AP Region</b>	An agreement where Transactions involving 2 different Members are not authorized and cleared through VisaNet.	151014-080514-0026203
<b>Processing Date</b>	<p>The date (based on Greenwich Mean Time) on which the Member submitted, and Visa accepted, Interchange data. Equivalents to the Processing Date are:</p> <ul style="list-style-type: none"> <li>• In BASE II, the central processing date</li> <li>• In the Single Message System, the Settlement Date (for financial Transactions) or date the Transaction is entered into the Single Message System (for non-financial Transactions)</li> <li>• If cleared under a Private Agreement, the date on which a Member processes outgoing Interchange</li> <li>• Endorsement date, if the Interchange data was accepted by Visa on the same date on which it was first submitted by the Acquirer</li> </ul>	151013-010410-0025017
<b>Product Name</b>	A name for goods or services offered by a Member to a Cardholder (for example: Visa Platinum).	151014-080514-0025018
<b>Proprietary Card</b>	A Card that does not bear the Visa Brand Mark or Visa Brand Mark with the Electron Identifier but may bear a Plus Symbol.	010410-010410-0025020
<b>Public Key</b>	The non-secret portion of the cryptographic method used for verification during a Transaction.	151014-010410-0025028
<b>Q</b>		
<b>Qualifying CAMS Event</b>	A CAMS Event that qualifies for recovery, through the Global Compromised Account Recovery program, of a portion of affected Members' losses due to a violation involving at least one of the following:	151014-150512-0026065

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>Payment Card Industry Data Security Standard (PCI DSS)</li> <li>PIN Management Requirements Documents</li> <li><i>Visa PIN Security Program Guide</i></li> </ul>	
<b>Qualifying Purchase – US Region</b>	<p>A purchase Transaction completed with a Visa Traditional Rewards Card that an Issuer may consider for the purpose of awarding Rewards Currency. An Issuer may exclude the following Transactions from qualifying:</p> <ul style="list-style-type: none"> <li>Balance transfers</li> <li>Convenience checks</li> <li>Cash Disbursements</li> <li>Finance charges</li> <li>Quasi-Cash Transactions</li> <li>Any Transaction not authorized by the Cardholder</li> </ul>	151014-010410-0025031
<b>Quasi-Cash Transaction</b>	<p>A Transaction representing a Merchant's or Member's sale of items that are directly convertible to cash, such as:</p> <ul style="list-style-type: none"> <li>Gaming chips</li> <li>Money orders</li> <li>Deposits</li> <li>Wire Transfers</li> <li>Travelers cheques</li> <li>Visa TravelMoney Cards</li> <li>Foreign Currency</li> <li>Additional Transactions approved by Visa</li> </ul>	151014-010410-0025033
<b>R</b>		
<b>Railway Ticket Identifier – US Region</b>	<p><b>Effective 17 October 2014</b></p> <p>A unique value (for example: carrier code or number, ticket serial number, or transmission control number) of up to 13 characters that identifies the purchase of a passenger railway ticket.</p>	150415-171014-0029156

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Real-Time Clearing</b>	A program for Acquirers and Merchants that allows an Automated Fuel Dispenser Merchant to send an Authorization request for an estimated Transaction amount through the Single Message System. Upon completion of the Transaction, the Automated Fuel Dispenser Merchant must send the actual Transaction amount to the Issuer within X hours of the request.	151014-010410-0025034
<b>Real-Time Clearing Transaction</b>	An Automated Fuel Dispenser Transaction that is authorized and cleared through Real-Time Clearing.	010410-010410-0025035
<b>Reason Code – US Region</b>	A VisaNet code that provides additional information to the Receiving Member regarding a Chargeback, Representment, Fee Collection, Funds Disbursement, or Transaction Receipt Request.	151014-010410-0025036
<b>Receipt Date</b>	The date on which a Member processes incoming Interchange. Commonly used for the calculation of second Chargeback and Representment time limits by the Receiving Member.	151013-010410-0025037
<b>Receiving Member</b>	A Member receiving a Transaction through Interchange.	010410-010410-0025038
<b>Recipient Member</b>	An Issuer that receives an Original Credit Transaction, including a Money Transfer Original Credit Transaction, as specified in the <i>Visa Personal Payments Money Transfer – Global Implementation Guide</i> .	151014-010410-0025039
<b>Recurring Services Merchant</b>	A Merchant that provides services of an ongoing nature to a Cardholder (for example: club membership, magazine subscription) and completes Recurring Transactions to bill the Cardholder for these services.	151014-010410-0025040
<b>Recurring Transaction</b>	Multiple Transactions processed at predetermined intervals not to exceed one year between Transactions, representing an agreement between a Cardholder and a Merchant to purchase goods or services provided over a period of time.	010410-010410-0025041
<b>Recurring Transaction – US Region</b>	A Transaction for which a Cardholder provides permission, in either written or electronic format, to a Merchant to periodically charge an Account Number for recurring goods or services. These may include payment of recurring charges, such as insurance premiums, subscriptions, internet service provider monthly fees, membership fees, tuition, or utility charges.	151014-010410-0025042

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Reference Card</b>	An item containing relevant account information, such as an Account Number or expiration date, that is provided to a Virtual Account Holder.	151014-010410-0025043
<b>Referral Response</b>	An Authorization Response where the Merchant or Acquirer is instructed to contact the Issuer for further instructions before completing the Transaction.	010410-010410-0025046
<b>Region of Domicile</b>	The Visa Region where a Member has its principal place of business.	010410-010410-0025056
<b>Regional Card Recovery File</b>	A regional electronic version of the Card Recovery Bulletin that is distributed via the V.I.P. System to countries that receive a National Card Recovery Bulletin.	010410-010410-0025049
<b>Registered Program Identification Number</b>	A number assigned by an Issuer for the purpose of identifying and tracking any rewards program offered in connection with the Issuer's Card products.	151014-141209-0025587
<b>Reimbursement Attribute – US Region</b>	A VisaNet code designating the Interchange Reimbursement Fee applicable to a Transaction.	151014-010410-0025057
<b>Reimbursement Fee – US Region</b>	See Interchange Reimbursement Fee – US Region.	151014-010410-0025058
<b>Reloadable Card</b>	A Visa Prepaid Card that may be funded more than once.	081010-010410-0025059
<b>Representment</b>	A Clearing Record that an Acquirer presents to an Issuer through Interchange after a Chargeback.	010410-010410-0025063
<b>Response – US Region</b>	See Authorization Response.	151014-080514-0025066
<b>Retail Merchant</b>	A Merchant that is not one of the following: <ul style="list-style-type: none"> <li>• Mail/Phone Order Merchant</li> <li>• Recurring Services Merchant</li> <li>• T&amp;E Merchant</li> </ul>	010410-010410-0025068
<b>Retail Transaction</b>	A Transaction at a Retail Merchant outlet.	010410-010410-0025069



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Retrieval Request</b>	An Issuer's request for a Transaction Receipt, which could include the original, a paper copy or facsimile, or an electronic version thereof.	010410-010410-0025070
<b>Reversal</b>	A BASE II or Online Financial Transaction used to negate or cancel a transaction that has been sent through Interchange in error.	010410-010410-0025072
<b>Rewards Currency – US Region</b>	A reward denomination defined by an Issuer consisting of air miles, points, or discounts offered in connection with a Visa Traditional Rewards Card.	151014-080514-0025073
<b>Risk Identification Service (RIS) Online – US Region</b>	A Merchant and Member level fraud monitoring program that identifies Merchants and Members with unusual levels of Fraud Activity and utilizes Visa Online to manage the delivery of program Notifications and remediation information.	151014-010410-0025075
<b>S</b>		
<b>Sample Card Design</b>	A background design provided by Visa that is unique for each Card product and that an Issuer may use on the front of a Visa Card.	081010-010410-0025077
<b>Scrip</b>	A 2-part paper receipt that is redeemable at a Merchant Outlet for goods, services, or cash.	010410-010410-0025079
<b>Scrip Terminal – US Region</b>	An Unattended Cardholder-Activated Terminal that prints Scrip.	151014-010410-0025080
<b>Secure Electronic Commerce Rate</b>	An Interregional Interchange Reimbursement Fee paid for a Secure Electronic Commerce Transaction.	010410-010410-0025083
<b>Secure Electronic Commerce Transaction</b>	An Electronic Commerce Transaction that has been authenticated using an Authentication Method.	010410-010410-0025084
<b>Secure Sockets Layer (SSL)</b>	A protocol that uses Public Key encryption for the secure processing of Transactions over the internet and other networks.	151014-010410-0025086
<b>Sending Member</b>	A Member entering a Transaction into Interchange.	010410-010410-0025092

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Service Code</b>	A valid sequence of digits recognized by VisaNet that is encoded on a Magnetic Stripe and replicated on the Magnetic-Stripe Image in a Chip that identifies the circumstances under which the Card is valid (for example: International Transactions, Domestic Transactions, restricted Card use), and defines requirements for processing a Transaction with the Card (for example: Chip-enabled, Cardholder Verification, Online Authorization).	151014-010410-0025094
<b>Service Fee – CEMEA Region</b>	A fee assessed by a government agency Merchant or Acquirer, or its agent in Russia or Egypt, to a Cardholder using a Visa Card or Visa Electron Card for making a qualifying Government Payment.	151014-080613-0027690
<b>Service Fee – US Region</b>	A fee assessed by a Government or Education Merchant, or its agent, to a Cardholder using a Visa Card for payment of goods or services.	151014-061112-0027490
<b>Service Provider – Canada Region</b>	A Third Party Agent or an entity that provides services in connection with payment acceptance services.	151014-121113-0027723
<b>Services Agreement</b>	A license or contract between Visa Canada and an entity that has a contract or license that allows the entity to participate in the Visa program or use the Visa-Owned Marks, including in accordance with the Visa Rules.	151014-010410-0025093
<b>Settlement</b>	The reporting and funds transfer of Settlement Amounts owed by one Member to another, or to Visa, as a result of Clearing.	050411-010410-0025095
<b>Settlement Amount</b>	The daily net amounts expressed in a Member's Settlement Currency resulting from Clearing. These amounts include Transaction and Fee Collection Transaction totals, expressed in a Member's Settlement Currency.	050411-010410-0025096
<b>Settlement Bank</b>	A bank, including a Correspondent Bank or Intermediary Bank, that is both: <ul style="list-style-type: none"> <li>• Located in the country where a Member's Settlement Currency is the local currency</li> <li>• Authorized to execute Settlement of Interchange on behalf of the Member or the Member's bank</li> </ul>	151014-010410-0025097
<b>Settlement Currency</b>	A currency that Visa uses to settle Interchange, as specified in the applicable VisaNet Manuals.	151012-010410-0025098

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Settlement Date</b>	The date on which Visa initiates the transfer of Settlement Amounts in the Settlement of Interchange. See Processing Date.	010410-010410-0025099
<b>Settlement Reporting Entity</b>	A name or number of an entity assigned by Visa and authorized by the Member that is used by Visa for Settlement reporting, to associate a BIN or BIN Alternate with a Funds Transfer Settlement Reporting Entity or for other Settlement-related or other purposes.	160312-141010-0026049
<b>SIGIS – US Region</b>	An industry trade group, known as the Special Interest Group for Inventory Information Approval System (IIAS) Standards, chartered with implementing processing standards for Healthcare Auto-Substantiation Transactions in accordance with IRS regulations and responsible for licensing and certifying Merchants, Members, and Agents that process such Transactions.	151014-010410-0025102
<b>Signature-Authenticated – US Region</b>	A descriptor for a Transaction completed in a Face-to-Face Environment where the Cardholder's identity has been verified by a signature, unless the Transaction is one of the following: <ul style="list-style-type: none"> <li>• A Visa Easy Payment Service Transaction</li> <li>• Contactless Payment Transaction</li> </ul>	151014-010410-0025103
<b>Single Merchant</b>	An individual Merchant or Merchant Outlet, or group thereof, doing business under a common Trade Name or Mark.	010410-010410-0025106
<b>Single Message System</b>	A component of the V.I.P. System that processes Online Financial and Deferred Clearing Transactions through a single VisaNet interface for purchases and ATM Transactions.	010410-010410-0025108
<b>Special Condition Indicator – US Region</b>	A VisaNet code used in the Clearing Record to specify that one or more unique conditions apply to the Transaction.	151014-010410-0025117
<b>Specialized Vehicle</b>	A unique class of rental vehicle not in a Car Rental Company's main rental fleet (for example: mini-vans, four-wheel-drive vehicles, selected sports models, luxury and vintage vehicles), that does not constitute more than 5% of the Merchant's total rental fleet.	151014-010410-0025114
<b>Specialized Vehicle Reservation Service</b>	A service provided by a Car Rental Company in the US Region, where a Cardholder may use a Visa Card to guarantee reservations for Specialized Vehicles.	151014-010410-0025116

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Sponsor</b>	A Member that is responsible, in part or whole, for other Members of Visa, as specified in the applicable Visa Charter Documents.	151014-080514-0025120
<b>Sponsored Member</b>	A Member of Visa whose right to participate in Visa is dependent upon another Member, as specified in the applicable Visa Charter Documents.  A Member of the Canada Region or US Region whose right to participate in Visa is dependent upon sponsorship of another Member, as specified in <i>Appendix E</i> to the <i>Canada Regional Operating Regulations</i> and the <i>Visa U.S.A. Inc. Certificate of Incorporation and Bylaws</i> , Article II.	151014-080514-0025118
<b>Sponsored Merchant</b>	An entity for which Visa payment services are provided by a Payment Facilitator.	150415-010410-0025119
<b>Sponsorship Marks</b>	The Marks of an entity with which Visa has entered into an agreement to act as a sponsor for that entity's activities or events.	050411-150411-0026242
<b>Stand-In Processing (STIP)</b>	The V.I.P. System component that provides Authorization services on behalf of an Issuer when the Positive Cardholder Authorization System is used or when the Issuer or its VisaNet Processor is unavailable.	010410-010410-0025121
<b>Stand-In Processing Account</b>	An Issuer-supplied valid Account Number (established and activated in the Issuer's Authorization system) that is maintained by Visa Global Customer Card Services. This Account Number is embossed and encoded on an Emergency Card Replacement when the Issuer is not available to provide a new Account Number.	151014-080514-0025122
<b>Standard Interchange Reimbursement Fee – US Region</b>	The Interchange Reimbursement Fee available to all Merchant service categories for any Transaction not eligible for any other Interchange Reimbursement Fee.	151014-010410-0025126
<b>Standard Rate</b>	An Interchange Reimbursement Fee charged for any Transaction that does not meet the requirements of the Chip, Secure Electronic Commerce, Electronic Commerce Merchant, Interregional Airline, or Electronic Rate, and is not one of the following: <ul style="list-style-type: none"> <li>• Visa Commercial Card Transaction</li> <li>• Visa Infinite Card Transaction</li> </ul>	010410-010410-0025127

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Static Data Authentication – AP Region</b>	A type of offline data Authentication where a terminal validates a cryptographic value placed on a Card during personalization. This validation protects against some types of counterfeit but does not protect against skimming.	151014-080514-0026179
<b>Static Data Authentication – Canada Region</b>	An Authentication as specified in the Chip Specifications.	010410-010410-0025128
<b>Status Check Authorization</b>	An Authorization Request for 1 currency unit.	010410-010410-0025130
<b>Status Check Procedure – US Region</b>	A procedure where a Lodging or Automated Fuel Dispenser Merchant requests an Authorization for USD 1, as specified in the Visa Rules.	151014-010410-0025131
<b>Strategic Bankruptcy Solutions – US Region</b>	A Visa service that does all of the following: <ul style="list-style-type: none"> <li>Identifies Cardholders, cardholders of non-Visa cards, customers of other Visa or non-Visa products, and applicants for Cards, non-Visa cards, and other Visa or non-Visa products who have filed bankruptcy</li> <li>Files claims and documents on behalf of Members with the bankruptcy courts</li> <li>Assists Members in assessing the value of obligations of Cardholders and other individuals who have declared bankruptcy</li> </ul>	151014-010410-0025133
<b>Substitute Transaction Receipt</b>	A paper form or record that is not a Transaction Receipt and that a Member or Merchant provides in response to a Retrieval Request, when allowed.	151013-010410-0025135
<b>Summary of Interchange Entries</b>	Data required to accompany Domestic Interchange processed under a Private Agreement.	010410-010410-0025136
<b>Supermarket Incentive Program – US Region</b>	A Visa program that permits certain supermarket Merchant Outlets to qualify for a reduced Interchange Reimbursement Fee.	151014-010410-0025137
<b>Supermarket Incentive Program Transaction – US Region</b>	A Transaction that: <ul style="list-style-type: none"> <li>Originates at a Merchant Outlet participating in the Supermarket Incentive Program</li> <li>Is authorized and processed as specified in the Visa Rules</li> </ul>	151014-080514-0025138

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Surcharge – AP Region</b>	A fee assessed to a Cardholder by a Merchant in Australia that is added to a Visa Card Transaction for the acceptance of a Visa Card.	151013-180313-0027588
<b>T</b>		
<b>T&amp;E</b>	An abbreviation for Travel and Entertainment.	010410-010410-0025141
<b>T&amp;E Advance Deposit Service – US Region</b>	A service that a Lodging Merchant, Cruise Line, or Car Rental Company provides to a Cardholder, allowing use of a Visa Card to pay an advance deposit required to reserve accommodations or a vehicle.	151014-010410-0025142
<b>T&amp;E Advance Deposit Transaction – US Region</b>	A Transaction that a Lodging Merchant, Cruise Line, or Car Rental Company completes as a result of a Cardholder's agreement to use a Visa Card to pay for an advance deposit to reserve accommodations or a vehicle.	151014-010410-0025143
<b>T&amp;E Document</b>	A photocopy of all documents pertaining to a T&E Transaction originating from a Car Rental Company, Hotel, or Cruise Line, including: <ul style="list-style-type: none"> <li>• Transaction Receipt</li> <li>• Car rental agreement</li> <li>• Guest Folio (if created)</li> <li>• Card Imprint (if obtained)</li> <li>• Cardholder signature (if obtained)</li> </ul>	151014-010410-0025144
<b>T&amp;E Document – US Region</b>	A photocopy of all documents pertinent to a T&E Transaction, such as a Guest Folio or car rental agreement, that does all of the following: <ul style="list-style-type: none"> <li>• Proves evidence of a Cardholder's participation in a lodging, cruise line, or car rental Transaction</li> <li>• Contains a Card Imprint and signature, if obtained</li> <li>• Is supplied in response to a Retrieval Request</li> </ul>	151014-010410-0025145
<b>T&amp;E Merchant</b>	An Airline, Car Rental Company, Hotel, or Cruise Line whose primary function is to provide travel-related services. A travel agency (excluding one that is primarily engaged in the sale of transportation or travel-related arrangement services by Mail/Phone Order) is a T&E Merchant to the extent that it acts as the agent of an Airline, a Car Rental Company, a Cruise Line, or a Hotel.	010410-010410-0025146

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>T&amp;E Merchant – US Region</b>	<p>A Merchant whose primary function is to provide travel-related services. The Visa Rules refer to the following types of T&amp;E Merchant:</p> <ul style="list-style-type: none"> <li>• Airline</li> <li>• Passenger railway</li> <li>• Car Rental Company</li> <li>• Lodging Merchant</li> <li>• Cruise Line</li> <li>• Central Reservation Service</li> <li>• Travel agency, only if it acts as an agent of an Airline, passenger railway, Car Rental Company, Lodging Merchant, or Cruise Line (excluding a travel agency that is primarily engaged in the sale of transportation or travel-related arrangement services by mail/phone order)</li> </ul>	151014-010410-0025147
<b>T&amp;E Services – US Region</b>	<p>Travel-related services provided to Eligible Cardholders, including:</p> <ul style="list-style-type: none"> <li>• Priority Check-out Service</li> <li>• T&amp;E Advance Deposit Service</li> <li>• Visa Reservation Service</li> </ul>	151014-010410-0025148
<b>T&amp;E Transaction</b>	A Transaction at a T&E Merchant Outlet.	010410-010410-0025149
<b>Tax Payment Merchant – US Region</b>	A Government or Education Merchant that is a government taxing authority or its designated agent, assigned MCC 9311 (Tax Payments) and authorized to process Tax Payment Transactions.	151014-061112-0027491
<b>Tax Payment Transaction – US Region</b>	<p>A Visa Consumer Card or a Commercial Visa Product Transaction that represents a payment of eligible federal, state, or local taxes to a Tax Payment Merchant. Tax Payment Transactions are limited to:</p> <ul style="list-style-type: none"> <li>• Federal and state personal and small business income taxes</li> <li>• Real estate/property taxes</li> </ul>	151014-010410-0025152
<b>Telephone Service Transaction</b>	A Transaction in which a Cardholder uses a Visa Card to purchase a telephone call.	151012-010410-0025153

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Term	Definition	ID#
<b>Terminal Risk Management</b>	<p>A process performed by a Chip-Reading Device to protect a Member from fraud by:</p> <ul style="list-style-type: none"> <li>• Initiating Online Issuer Authorization for above-Floor Limit Transactions</li> <li>• Ensuring random Online processing for below-Floor Limit Transactions</li> <li>• Performing Transaction velocity checking</li> </ul>	010410-010410-0025154
<b>Terminal Risk Management – US Region</b>	<p>A process performed by a Chip-Reading Device to protect a Member from fraud by both:</p> <ul style="list-style-type: none"> <li>• Initiating Online Issuer Authorization for all Transactions</li> <li>• Performing Transaction velocity checking</li> </ul>	151014-010410-0025155
<b>Terminated Merchant File – US Region</b>	<p>A file (currently known as "MATCH") maintained by MasterCard Worldwide that identifies Merchants and principals of Merchants that Acquirers have terminated for specified reasons.</p>	151014-010410-0025159
<b>Third Party Agent</b>	<p>An entity, not defined as a VisaNet Processor, that provides payment-related services, directly or indirectly, to a Member and/or stores, transmits, or processes Cardholder data.</p> <p>No financial institution eligible to become a Principal Member of Visa may serve as a Third Party Agent.</p> <p>A Third Party Agent does not include:</p> <ul style="list-style-type: none"> <li>• Financial institutions that perform Agent activities</li> <li>• Affinity Co-Brand Partners or Global Co-Branding Partners</li> <li>• Card manufacturers</li> <li>• Card personalizers</li> </ul>	151014-010410-0025921
<b>Timeshare Merchant</b>	<p>A Merchant that manages the sales, rentals, or other uses of condominiums, holiday homes, holiday clubs, or apartments known as "timeshares."</p>	010410-010410-0025167
<b>Timeshare Transaction</b>	<p>A Transaction resulting in the sale, rental, or other uses of condominiums, holiday homes, holiday clubs, or apartments known as "timeshares."</p>	010410-010410-0025168
<b>Token</b>	<p>A numeric identifier provided by Visa that can be used in place of an Account Number to initiate a Transaction.</p>	150415-151014-0029108



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Tracing Data</b>	In a Single Message System Online message, the transmission date and time, systems trace audit number, retrieval reference number, Transaction identifier, and acquiring institution ID. See Acquirer Reference Number.	010410-010410-0025170
<b>Trade Dress</b>	The physical appearance of a label, package, or display card.	010410-010410-0025171
<b>Trade Name</b>	A name used to identify a business and to distinguish its activities from those of other businesses. In some cases the same words or symbols may serve as a Trade Name and Mark simultaneously.	010410-010410-0025172
<b>Trade Secret</b>	Any formula, pattern, device, or compilation of information that is used in a business, and that provides an opportunity to obtain an advantage over competitors who do not know or use it.	010410-010410-0025173
<b>Trailing Chargeback Activity</b>	Chargeback activity at a Merchant Outlet that occurs after an Acquirer has stopped processing sales Transactions for the Merchant.	111011-010410-0025174
<b>Transaction</b>	The act between a Cardholder and a Merchant or an Acquirer that results in a Transaction Receipt, if applicable.	111011-010410-0025175
<b>Transaction Country</b>	The Country where a Merchant Outlet is located, regardless of the Cardholder's location when a Transaction occurs. For Transactions completed aboard an aircraft or a Cruise Line vessel, the Transaction Country is where the Merchant deposits the Transaction Receipt.	010410-010410-0025179
<b>Transaction Currency</b>	The currency in which a Transaction is originally completed.	010410-010410-0025180
<b>Transaction Date</b>	The date on which a Transaction between a Cardholder and a Merchant or an Acquirer occurs.	010410-010410-0025181
<b>Transaction Identifier</b>	A unique value that Visa assigns to each Transaction and returns to the Acquirer in the Authorization Response. Visa uses this value to maintain an audit trail throughout the life cycle of the Transaction and all related transactions, such as Reversals, Adjustments, confirmations, and Chargebacks.	010410-010410-0025182
<b>Transaction Information</b>	Information necessary for processing Transactions, as specified in the Payment Card Industry Data Security Standard (PCI DSS).	151014-010410-0025183

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Transaction Receipt</b>	An electronic or paper record of a Transaction (or a copy), generated at the Point-of-Transaction.	050411-010410-0025184
<b>Transaction Record</b>	A paper record issued by, or in connection with, a Point-of-Transaction Terminal.	010410-010410-0025187
<b>Transaction Region</b>	The Visa Region where a Merchant Outlet is located, regardless of the Cardholder's location when a Transaction occurs. For Transactions completed aboard an aircraft, the Transaction Region is where the Merchant deposits the Transaction Receipt.	010410-010410-0025188
<b>Travel Service Category – US Region</b>	An Interchange Reimbursement Fee category for Lodging, Cruise Line, and restaurant Merchants, Car Rental Companies, and travel agencies and tour operators identified by MCC 4722.	151014-010410-0025192
<b>U</b>		
<b>Unable-to-Authenticate Response</b>	A message from a Verified by Visa Issuer in response to an Authentication Request indicating that the Issuer is unable to authenticate the Cardholder for reasons other than those that result in an Authentication Denial.	150413-010410-0025194
<b>Unattended Cardholder-Activated Terminal</b>	A Cardholder-operated device, managed by a Merchant, that reads, captures, and transmits Card information without an attendant physically present to validate the Cardholder signature or to assist in completing the Transaction. An Unattended Cardholder-Activated Terminal may dispense goods, provide services, or both.	151014-151011-0025720
<b>Unattended Environment</b>	An environment in which a Transaction is completed under all of the following conditions: <ul style="list-style-type: none"> <li>• Card is present.</li> <li>• Cardholder is present.</li> <li>• Cardholder completes the Transaction directly at an Unattended Cardholder-Activated Terminal.</li> <li>• Authorization, if required, is obtained electronically.</li> </ul>	151014-010410-0025196
<b>Unattended Transaction</b>	A Transaction conducted at an Unattended Cardholder-Activated Terminal.	151012-010100-0025721

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Unauthorized Use</b>	A Transaction that meets one of the following criteria: <ul style="list-style-type: none"> <li>Is not processed on behalf of a Member</li> <li>Is processed on behalf of a Member by a VisaNet Processor not designated for processing activities</li> <li>Is processed on behalf of a Member but not within the scope of the Member's category or categories of membership</li> <li>Is not within the scope of activities approved by the Member, the Member's Sponsor, or Visa</li> <li>Is processed using a BIN that has not been designated by the BIN Licensee for that Member's use</li> </ul>	111011-010100-0025922
<b>Unauthorized Use – US Region</b>	A Transaction that meets one of the following criteria: <ul style="list-style-type: none"> <li>Is not processed on behalf of a Member</li> <li>Is processed on behalf of a Member by a VisaNet Processor not designated for processing activities</li> <li>Is processed on behalf of a Member but not within the scope of the Member's category of membership</li> <li>Is not within the scope of activities approved by the Member, the Member's Sponsor, or Visa</li> <li>Is processed using a BIN that has not been designated by the BIN Licensee for that Member's use</li> </ul>	151014-080514-0025197
<b>Unrecognized Service Code</b>	A Service Code that cannot be recognized by a Magnetic-Stripe Terminal or Chip-Reading Device.	010410-010410-0025199
<b>Up-Selling Merchant</b>	A Merchant that offers a Cardholder goods and/or services online through the initial Merchant, but is not the initial Merchant or a subsidiary or affiliate of the initial Merchant with which the Cardholder initiated the Transaction.	151014-010611-0026395
<b>US Covered Visa Debit Card – US Region and US Territories</b>	A Visa Card issued in the US Region or a US Territory that accesses a transaction, savings, or other asset account, regardless of whether Cardholder Verification is based on signature, PIN, or other means, including a general-use Visa Prepaid Card and Consumer Visa Deferred Debit Card, but solely to the extent any such Visa Card is a "debit card" as defined in Federal Reserve Board Regulation II, 12 CFR Part 235.	151014-011011-0026512
<b>US Credit Card Surcharge – US Region and US Territories Region</b>	A fee assessed to a Cardholder by a Merchant in the US Region or a US Territory that is added to a Visa Credit Card Transaction for the acceptance of a Visa Credit Card.	151014-270113-0027533

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>US Territory</b>	One of the following: <ul style="list-style-type: none"> <li>American Samoa</li> <li>Guam</li> <li>Commonwealth of the Northern Mariana Islands</li> <li>Puerto Rico</li> <li>US Minor Outlying Islands</li> <li>US Virgin Islands</li> </ul>	151014-210710-0026422
<b>V</b>		
<b>V Distribution Program</b>	A program through which a Member provides payment services to V Distribution Program Distributors and V Distribution Program Cardholders by acting as a V Distribution Program Issuer, Acquirer, or both.	010410-010410-0025419
<b>V Distribution Program Card</b>	An enhancement to a Visa Business or Visa Purchasing Card product, targeted to retailers, for payment of goods and services from a V Distribution Program Distributor.	010410-010410-0025420
<b>V Distribution Program Cardholder</b>	A retailer to whom an Issuer has issued a V Distribution Program Card.	010410-010410-0025421
<b>V Distribution Program Distributor</b>	A commercial entity that accepts the V Distribution Program Card as payment for goods and services.	010410-010410-0025422
<b>V Distribution Program Issuer</b>	A Member that participates in the V Distribution Program and whose name appears on a V Distribution Program Card as the Issuer.	010410-010410-0025423
<b>V PAY Brand Mark</b>	The Visa-Owned Mark used to represent the V PAY Product.	010410-010410-0025424
<b>V PAY Card</b>	A Chip Card that bears the V PAY Brand Mark, enabling a V PAY Cardholder to obtain goods, services, or cash from a V PAY Merchant or Acquirer or ATM.	010410-010410-0025425
<b>V PAY Merchant</b>	A Merchant that displays the V PAY Brand Mark.	010410-010410-0025426
<b>V PAY Product</b>	An unembossed Chip-only Card developed in Visa Europe.	151014-010410-0025427

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>V PAY Transaction</b>	A Chip-initiated Transaction completed with a V PAY Card at a V PAY Merchant or Acquirer.	010410-010410-0025428
<b>V.I.P. System</b>	The processing component of the VisaNet Integrated Payment System comprised of BASE I and the Single Message System used for single message Authorization in connection with financial Transaction processing.	010410-010410-0025201
<b>V.I.P. System Endpoint Certification Program – US Region</b>	A certification program that provides protection to Visa Members and their VisaNet Processor endpoint systems from the risk of unpredictable processing from non-compliant code and helps ensure the integrity of the Visa payment system by requiring that all endpoints certify compliance with Visa specifications.	151014-080514-0025203
<b>V.I.P. System User</b>	A VisaNet Processor that connects to the V.I.P. System through a terminal or computer device for Authorization and other services.	010410-010410-0025204
<b>VAB</b>	The reporting system used by Visa to notify Visa Europe Issuers of Visa Account Numbers that may have been compromised.	151013-150512-0026036
<b>VAB Event</b>	An Account Data Compromise Event where one VAB alert or multiple, related VAB alerts are sent notifying Issuers of Account Numbers involved in a potential compromise.	151013-150512-0026037
<b>Variance</b>	Formal consent, granted by Visa, that permits a Member or Members to not comply with one or more specific rules in the Visa Rules for an unspecified period of time. A Variance may include specific conditions, and may be repealed or modified at Visa discretion.	151014-080312-0026497
<b>Vehicle-Specific Fleet Card</b>	<p><b>Effective through 16 April 2015</b></p> <p>A Visa Commercial Card with Fleet Service enhancement that is assigned to a specific vehicle.</p> <p><b>Effective 17 April 2015</b></p> <p>A Visa Commercial Card with Visa Fleet service enhancement that is assigned to a specific vehicle.</p>	150415-010410-0025208
<b>VERes</b>	The "Verify Enrollment Response" message type, as specified in the applicable Verified by Visa Implementation Guide, that indicates whether the Card is enrolled in Verified by Visa and can be authenticated.	150413-150312-0026814
<b>Verified by Visa</b>	A Visa-approved Authentication Method based on the 3-D Secure Specification.	150413-010410-0025209

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Verified by Visa Implementation Guide</b>	One of the following guides: <ul style="list-style-type: none"> <li><i>Verified by Visa Merchant and Acquirer Implementation Guide</i></li> <li><i>Verified by Visa Issuer Implementation Guide</i></li> </ul>	151014-151012-0027314
<b>Verified by Visa Mark</b>	A Mark used in conjunction with Verified by Visa. One of the Visa-Owned Marks.	150413-010410-0025210
<b>Virtual Account</b>	An account for which no Card is issued, established primarily for completing Electronic Commerce Transactions.	010410-010410-0025211
<b>Virtual Account Holder</b>	An individual or commercial entity to whom a Virtual Account is issued or who is authorized to use a Virtual Account.	010410-010410-0025212
<b>Virtual Account Issuer</b>	A Member that establishes a Virtual Account and enters into a contractual relationship with a Virtual Account Holder.	010410-010410-0025213
<b>VIS-Compliant</b>	A Card application that complies with either: <ul style="list-style-type: none"> <li>The Visa Integrated Circuit Card Specification (VIS) and has been approved by Visa Approval Services</li> <li>The EMV Common Payment Application Specifications and has been personalized to a Common Core Definition-compliant profile and approved by EMVCo</li> </ul>	151014-010410-0025214
<b>VIS-Compliant – US Region</b>	A Card application that complies with the Visa Integrated Circuit Card Specification (VIS).	151014-010410-0025215
<b>Visa</b>	Visa International Service Association and all of its subsidiaries and affiliates, and subsidiaries and affiliates of Visa Inc., excluding Visa Europe. When used within the Visa Rules, Visa refers to any Visa Inc. subsidiary, affiliate, regional office, management, or committee as applicable.	151014-010410-0025217
<b>Visa Access Token Program</b>	A Visa program that allows a Merchant to use Visa account information for the purpose of accessing a service, rather than as payment for that service.	151013-140612-0027234
<b>Visa Acquirer</b>	A Member that signs a Visa Merchant or disburses currency or loads funds to a Visa Cardholder in a Cash Disbursement or Load Transaction, and directly or indirectly enters the resulting Transaction Receipt into Interchange.	010410-010410-0025237

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Advanced Authorization</b>	A real-time risk management tool that delivers risk data to Issuers in the Authorization Request to alert them to possible fraudulent activity on their Cardholder accounts.	050411-010410-0024244
<b>Visa Advanced ID Solutions – US Region</b>	A Visa service that is designed to reduce Member credit and fraud losses related to Card, non-Visa card, and other Visa and non-Visa products through the use of the Issuers' Clearinghouse Service, the Visa ICS Prescreen Service, and ID Analytics, Inc. services (ID Score Plus and Credit Optics).	151014-010410-0025239
<b>Visa Agro Card – LAC Region</b>	A Visa Card issued to commercial entities in the public and private sector for commercial purchases associated with the agribusiness sector, as specified in Section 4.30, "Visa Agro," and the <i>Visa Product Brand Standards</i> .	151014-080514-0026526
<b>Visa ATM</b>	An ATM that displays the Visa Brand Mark or the Visa Flag Symbol, but not the Plus Symbol.	010410-010410-0025241
<b>Visa ATM Network – US Region</b>	A service offered by participating Members that allows a Cardholder to obtain currency or travelers cheques from an ATM displaying the Visa Flag Symbol or the Visa Brand Mark.	151014-010410-0025242
<b>Visa ATM Network Transaction – US Region</b>	See ATM Cash Disbursement.	151014-080514-0025243
<b>Visa Brand Mark</b>	A Visa-Owned Mark that represents the Visa organization and its product and service offerings. It must be used as specified in the Visa Rules and the <i>Visa Product Brand Standards</i> and denotes acceptance for both payment and Cash Disbursement.	151014-010410-0025245
<b>Visa Brand Mark with the Electron Identifier</b>	A Visa-Owned Mark consisting of the Visa Brand Mark and the name "Electron."	151013-010410-0025246
<b>Visa Brand Name</b>	A Visa-Owned Mark comprising the name "Visa."	010410-010410-0025247
<b>Visa Business Card</b>	A Visa Card targeted to the small business market that is used to pay for employee business travel and general expenses. This does not apply in the US Region to Visa Business Check Cards used to pay debt.	151014-010410-0025248
<b>Visa Business Cardholder</b>	An employee of a small business to whom an Issuer has issued a Visa Business Card, including sole proprietors and self-employed individuals.	010410-010410-0025249

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Business Check Card – US Region</b>	A Visa Business Card issued as a Visa Check Card.	151014-080514-0025250
<b>Visa Business Debit Card – Canada Region</b>	A Visa Card that accesses a business deposit account or equivalent account, excluding Visa Prepaid Cards and Prepaid Accounts.	151013-140612-0027282
<b>Visa Business Electron Card</b>	A Visa Electron Card intended for the small business market and used to pay for employee business travel and general expenses.	151013-010410-0025252
<b>Visa Business Enhanced – US Region</b>	A Visa Business Card that is issued as specified in Section 4.18.1, "Visa Business Enhanced – Card Requirements."	151014-151011-0026354
<b>Visa Buxx – US Region</b>	A Visa Prepaid Card designed for teenagers, with account ownership by a parent or guardian.	151014-010410-0025255
<b>Visa Canada</b>	Visa Canada Corporation.	010410-010410-0025257
<b>Visa Card</b>	A Card that bears the Visa Brand Mark as specified in the Visa Rules, enabling a Visa Cardholder to obtain goods, services, or cash from a Visa Merchant or an Acquirer or facilitate the loading of funds to a Prepaid Account.	151014-010410-0025258
<b>Visa Card – US Region</b>	A Magnetic Stripe and/or a Visa Contactless Payment Device bearing the Visa Brand Mark, that enables a Visa Cardholder to obtain goods, services, or cash from a Visa Merchant or an Acquirer. All Visa Cards must bear the Visa Brand Mark.	151014-010410-0025259
<b>Visa Card Program</b>	A program through which a Member provides product payment services to Cardholders using Cards that bear the Visa Brand Mark.	010410-010410-0025260
<b>Visa Card Program – US Region</b>	See Visa Program.	151014-010410-0025261
<b>Visa Cargo Card – LAC Region</b>	A Commercial Visa Card targeted to carriers/shippers' service providers to pay for truck drivers' expenses related to the transportation business. A Visa Cargo Card is either: <ul style="list-style-type: none"> <li>• Commercial Visa Prepaid Product</li> <li>• Visa Business Electron Card</li> </ul>	151014-151110-0026071



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Cash-Back Service</b>	<p>A service whereby cash may be obtained from a qualifying Visa or Visa Electron Merchant through use of a Visa or Visa Electron Card, in conjunction with, and processed as, a domestic Retail Transaction.</p> <p>In the US Region, the service is accessed through one of the following:</p> <ul style="list-style-type: none"> <li>• The use of a Visa Debit Card or Visa Business Check Card and processed as a PIN-Authenticated Visa Debit Transaction</li> <li>• <b>Effective through 30 June 2015</b> The use of a Visa Check Card II Card processed as a PIN-based Single Message Transaction</li> </ul>	151014-011010-0026046
<b>Visa Central Travel Account</b>	An Account Number that an Issuer assigns to a commercial entity using a Visa Corporate Card BIN or Visa Purchasing Card BIN that is generally used for travel-related purchases.	151012-140711-0026400
<b>Visa Charge Card – US Region</b>	A type of Visa Consumer Credit Card that is non-revolving and requires the total outstanding balance to be paid in full each statement cycle.	151014-240211-0026358
<b>Visa Check Card – US Region</b>	A Consumer Visa Check Card or Visa Business Check Card that accesses a deposit, investment, or other consumer or business asset account, including a fiduciary account.	151014-010410-0025268
<b>Visa Check Card II – US Region</b>	<p><b>Effective through 30 June 2015</b></p> <p>A Consumer Visa Check Card that accesses a deposit, investment, or other consumer asset account, including a fiduciary account.</p>	150415-010410-0025269
<b>Visa Checkout</b>	Where available, a Visa platform that enables a Visa Checkout Account Holder to store and manage accounts in a secure centralized location, make purchases with Visa Checkout Merchants, and use other forms of financial and non-financial services. V.me by Visa is an optional platform governed by the Visa Rules and the Visa Checkout terms of service. V.me by Visa may support Visa and non-Visa products and services, as applicable in a Visa Region.	151014-150412-0026984
<b>Visa Checkout Account Holder</b>	A user that has successfully enrolled in Visa Checkout. A Visa Checkout Account Holder may or may not be a Cardholder.	151014-150412-0026986
<b>Visa Checkout Mark</b>	A Visa-Owned Mark that denotes Visa Checkout user enrollment and merchant checkout services.	151014-150412-0026985

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Checkout Merchant</b>	An entity that has successfully enrolled in Visa Checkout and is eligible to display the Visa by Visa Mark to indicate Visa Checkout acceptance. A Visa Checkout Merchant may or may not be a Merchant.	151014-150412-0026987
<b>Visa Chip Services – US Region</b>	A suite of enrollment-based Chip services that support Members in the adoption of Chip technology.	151014-120112-0026807
<b>Visa Classic Card</b>	A general-purpose Visa Card that is issued as specified in the Visa Rules.	151014-010410-0025270
<b>Visa Commercial – US Region</b>	A product identifier that, at the option of an Issuer, may be printed on the front of a Commercial Visa Product.	151014-010410-0025271
<b>Visa Commercial Cards</b>	A product family of Cards intended for business expense use comprised of: <ul style="list-style-type: none"> <li>• Visa Business Card</li> <li>• Visa Business Electron Card</li> <li>• Visa Corporate Card</li> <li>• Visa Purchasing Card</li> </ul>	151014-010410-0025272
<b>Visa Commercial Solutions Data and Reporting Tools</b>	Various optional data management, reporting, and analysis services provided to Issuers and their clients or Client Organizations in connection with their Commercial Visa Product Programs.	160312-141010-0026021
<b>Visa Confidential</b>	A classification label (previously referred to as “Member Use Only”) assigned to information created by Visa and shared with Members under non-disclosure agreements, the use and handling of which is subject to certain minimum standards of diligence and care to prevent unauthorized disclosure or business harm to Visa. Visa Confidential information requiring higher degree of protection may be further classified as Visa Confidential – Special Handling or Visa Confidential – Personally Identifiable Information (PII) Private.	151014-120112-0026799
<b>Visa Consumer Card – US Region</b>	A Visa Card other than a Commercial Visa Product Card.	151014-010410-0025276
<b>Visa Consumer Credit Card – US Region</b>	A Visa Consumer Card, including a Visa Charge Card, other than a Visa Debit Card, that may be issued as any of the following: <ul style="list-style-type: none"> <li>• Visa Traditional</li> </ul>	151014-240211-0025277

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>• Visa Traditional Rewards</li> <li>• Visa Signature</li> <li>• Visa Signature Preferred</li> </ul>	
<b>Visa Contactless Payment Service Specifications – AP Region</b>	<p>A suite of specifications that includes:</p> <ul style="list-style-type: none"> <li>• <i>Visa Contactless Payment Service – Visa Asia Pacific Reader Interface Specification</i></li> <li>• <i>Visa Contactless Payment Service – Visa Asia Pacific Reader Specification</i></li> <li>• <i>Visa Contactless Payment Service – Visa Asia Pacific Terminal Specification</i></li> </ul>	151014-151012-0027315
<b>Visa Contactless Payment Specification</b>	The specification for Visa contactless payments.	151012-151012-0027316
<b>Visa Corporate Card</b>	A Visa Card targeted to mid-to-large size companies that is primarily used to pay for employee business travel and entertainment expenses.	151014-010410-0025280
<b>Visa Corporate Debit Card – LAC Region</b>	A commercial Visa debit card targeted to mid-to-large size companies that is primarily used to pay for employee business travel and entertainment expenses.	151014-140612-0027287
<b>Visa Corporate Prepaid Card</b>	A Visa Prepaid Card that draws from funds owned by a commercial or government entity in a Prepaid Account which is used primarily to pay for business travel and entertainment expenses and not for personal, family, or household purposes, and which is issued as specified in Section 4.29, "Prepaid Commercial Corporate."	151014-141111-0026742
<b>Visa Credit Acceptor – Canada Region</b>	A Merchant that accepts Visa Credit Cards issued by Canadian Issuers.	081010-160810-0025971
<b>Visa Credit and Business Category – US Region</b>	<p>A Card category that consists of all of the following:</p> <ul style="list-style-type: none"> <li>• Consumer Card, other than a Visa Debit Card, issued by a US Issuer</li> <li>• Commercial Visa Product</li> <li>• Visa Card issued by a non-US Issuer</li> </ul>	151014-010410-0025283
<b>Visa Credit Card</b>	A Visa Card that is used to defer payment of debt or incur debt and defer its payment. This may include both consumer Visa Cards and Visa Commercial Cards, but excludes Visa Prepaid Cards and other debit Cards.	151013-010410-0027534

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Credit Card – Canada Region</b>	A Visa Card other than Visa Debit Category Card.	151012-140612-0025972
<b>Visa Credit Card Cost of Acceptance – US Region and US Territories</b>	<p>In the US Region or a US Territory, one of the following:</p> <ul style="list-style-type: none"> <li>The average effective Interchange Reimbursement Fee rate plus the average of all fees imposed by Visa on the Acquirer or Merchant, expressed as a percentage of the Transaction amount, applicable to Visa Credit Card Transactions at the Merchant for the preceding one or 12 months, at the option of the Merchant</li> <li>If a Merchant cannot determine its Visa Credit Card Cost of Acceptance, the Visa Credit Card cost of acceptance for the Merchant's category as communicated via the Visa public website, <a href="http://www.visa.com">www.visa.com</a></li> </ul>	151014-270113-0027535
<b>Visa Credit Card Product Cost of Acceptance – US Region and US Territories</b>	<p>For a Merchant in the US Region or a US Territory, one of the following:</p> <ul style="list-style-type: none"> <li>The average effective Interchange Reimbursement Fee rate plus the average of all fees imposed by Visa on the Acquirer or Merchant, expressed as a percentage of the Transaction amount, applicable to Visa Credit Card Transactions of a product type at the Merchant for the preceding one or 12 months, at the option of the Merchant.</li> <li>If a Merchant cannot determine its Visa Credit Card Product Cost of Acceptance, the Visa Credit Card product cost of acceptance for the Merchant's category as communicated via the Visa public website, <a href="http://www.visa.com">www.visa.com</a></li> </ul>	151014-270113-0027536
<b>Visa Credit Card Surcharge Cap – US Region and US Territories</b>	<p>The average Merchant Discount Rate that a Merchant in the US Region or a US Territory pays to its Acquirer for Visa Credit Card Transactions completed with a specific Visa product type. The average Merchant Discount Rate is either:</p> <ul style="list-style-type: none"> <li>Calculated based on Visa Credit Card Transactions conducted by the Merchant for the preceding 12 months</li> <li>At any given point in time, the actual Merchant Discount Rate paid in the time period covered by the Merchant's most recent statement relating to Visa credit Card Transactions</li> </ul>	151014-270113-0027537
<b>Visa Customer Care Services – US Region</b>	A 24-hour-a-day, 7-day-a-week center that Visa maintains as part of the Global Customer Assistance Services program, where a Cardholder can obtain:	151014-010410-0025285

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"> <li>Information and certain types of emergency assistance while traveling</li> <li>Emergency Cash Disbursements and Emergency Replacement Cards</li> </ul>	
<b>Visa Debit Acceptor – Canada Region</b>	A Merchant that accepts Visa Debit Category Cards issued by Canadian Issuers.	151012-140612-0025286
<b>Visa Debit Card – Canada Region</b>	A Visa Card that accesses a consumer deposit, savings, or equivalent account, excluding Visa Prepaid Cards and Prepaid Accounts.	151014-010410-0025287
<b>Visa Debit Card – US Region</b>	<p>A Visa Consumer Card that accesses a consumer's deposit, investment, or other asset, including a fiduciary account, but not including a Consumer Visa Deferred Debit Card. A Visa Debit Card includes all of the following:</p> <ul style="list-style-type: none"> <li>Visa Prepaid Card bearing a Visa TravelMoney Wordmark</li> <li>Visa Buxx</li> <li>Consumer Visa Check Card</li> <li>Visa Gift Card</li> <li>Visa Incentive Card</li> <li>Visa Payroll</li> <li>Visa Prepaid Card</li> <li><b>Effective through 30 June 2015</b> Visa Check Card II</li> </ul>	151014-010410-0025288
<b>Visa Debit Category – Canada Region</b>	<p>A category of debit Visa Cards issued by Canadian Issuers that consists of the following:</p> <ul style="list-style-type: none"> <li>Visa Debit Card</li> <li>Visa Business Debit Card</li> </ul>	151013-140612-0027281
<b>Visa Debit Category – US Region</b>	<p>A Card category that consists of the following:</p> <ul style="list-style-type: none"> <li>Visa Debit Card issued by a US Issuer</li> <li>Visa Card issued by a non-US Issuer</li> </ul>	151014-010410-0025289

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Debit Transaction – Canada Region</b>	A transaction using a Visa Debit Category Card. Where a transaction initiated with a Visa Debit Category Card is conducted at a merchant which is not a Visa Debit Acceptor, it will not be a Visa Debit Transaction. Where a transaction initiated with a Visa Debit Category Card is conducted at a merchant where the cardholder selects another payment service, other than Visa Debit, it shall not be a Visa Debit Transaction.	151012-140612-0025290
<b>Visa Debt Repayment Incentive Interchange Program Interchange Reimbursement Fee – US Region</b>	An Interchange Reimbursement Fee for Visa Debt Repayment Incentive Interchange Program Transactions that meet the requirements of the Visa Debt Repayment Incentive Interchange Program.	151014-010410-0024546
<b>Visa Debt Repayment Incentive Interchange Program Merchant – US Region</b>	A Merchant that processes Visa Debt Repayment Incentive Interchange Program Transactions.	151014-010410-0024547
<b>Visa Debt Repayment Incentive Interchange Program Transaction – US Region</b>	A Visa Debit Card Transaction completed by a Visa Debit Category Limited Acceptance Merchant that is authorized and processed as specified in the Visa Rules.	151014-010410-0025291
<b>Visa Easy Payment Service (VEPS)</b>	A Visa Point-of-Transaction service that permits qualified Visa Easy Payment Service Merchants to process small value Transactions, as specified in Section 5.9.9.2, "Visa Easy Payment Service (VEPS) Maximum Transaction Amounts," without requiring a Cardholder Verification Method or the issuance of a Transaction Receipt unless requested by the Cardholder in accordance with the procedures specified in the Visa Rules.	151014-161010-0025697
<b>Visa Easy Payment Service (VEPS) Merchant</b>	A Merchant Outlet that qualifies to participate in the Visa Easy Payment Service program on the basis of its assigned MCC, as specified in Section 5.9.9.1, "Visa Easy Payment Service (VEPS) Transaction Qualifying Criteria."	150415-161010-0025696
<b>Visa Easy Payment Service (VEPS) Transaction</b>	An electronically-read Transaction that is all of the following: <ul style="list-style-type: none"> <li>• Authorized</li> <li>• Conducted in a Face-to-Face Environment<sup>1,2</sup></li> <li>• Does not exceed the Transaction limits specified in Section 5.9.9.2, "Visa Easy Payment Service (VEPS) Maximum Transaction Amounts"</li> <li>• Initiated by a qualified Merchant, as specified in Section 5.9.9.1, "Visa Easy Payment Service (VEPS) Transaction Qualifying Criteria"</li> </ul>	151014-161010-0025698

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<sup>1</sup> In the AP Region, Domestic Contactless Payment Transactions conducted at Unattended Cardholder-Activated Terminals may qualify as Visa Easy Payment Service Transactions. <sup>2</sup> In the US Region, Transactions less than or equal to USD 15 conducted at Unattended Cardholder-Activated Terminals may qualify as Visa Easy Payment Transactions.	
<b>Visa Electron Acquirer</b>	A Member that both: <ul style="list-style-type: none"> <li>Signs a Visa Electron Merchant or disburses currency to a Cardholder using a Visa Electron Card in a Manual Cash Disbursement</li> <li>Directly or indirectly enters the resulting Transaction Receipt into Interchange</li> </ul>	010410-010410-0025294
<b>Visa Electron Card</b>	A Card that bears the Visa Brand Mark with the Electron Identifier.	151013-010410-0025295
<b>Visa Electron Merchant</b>	A Merchant that both: <ul style="list-style-type: none"> <li>Displays the Visa POS graphic with the Electron Identifier or the Visa Brand Mark with the Electron Identifier</li> <li>Has a Zero Floor Limit or has a terminal capable of reading and acting upon the Service Code in the Magnetic Stripe or instructions for an Online Authorization Request from a Chip</li> </ul>	151014-140813-0025299
<b>Visa Electron Payment Application</b>	A software application contained within a Chip or payment data encoded on a Magnetic Stripe that defines the parameters for processing a Visa Electron Transaction and meets the minimum requirements for the Visa Electron Program.	010410-010410-0025300
<b>Visa Electron Program</b>	A program through which a Member provides payment services to Visa Electron Merchants and Visa Electron Cardholders by acting as a Visa Electron Issuer, Visa Electron Acquirer, or both.	010410-010410-0025301
<b>Visa Electron Transaction</b>	A Transaction completed with a Visa Electron Card.	010410-010410-0025304
<b>Visa Employee Benefit Card</b>	A Visa Prepaid Card through which an Issuer enables employers and benefit administrators to provide employees with a Card that allows direct access to benefits such as qualified health care, dependent care, transit, fuel, and meal expenses.	151014-010410-0025307

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Europe</b>	The company, Visa Europe Limited, registered in England and Wales with its registered address at One Sheldon Square, London W2 6TT with company number 5139966.	010410-010410-0025310
<b>Visa Europe Authorization Service</b>	A scalable VisaNet system that delivers Online Authorization and financial processing services to Members.	230312-010410-0025311
<b>Visa Europe Territory</b>	A multinational geographic area under the jurisdiction of Visa Europe, as specified in Section 1.1.1.6, "Visa Inc. Regions and Visa Europe Territory."	151014-120913-0027561
<b>Visa Extras Program – US Region</b>	A Points-based loyalty program that enables participating Cardholders to earn Points toward rewards consisting of goods or services based on eligible Visa purchase Transactions.	151014-010410-0025312
<b>Visa FeatureSelect – US Region</b>	An optional service that allows US Issuers to automate the customization, management, and servicing of core and Issuer-registered optional Card enhancements for all Visa and non-Visa products at the product, BIN, Account Number range, Registered Program Identification Number (RPIN), or 16-digit Account Number level.	151014-141209-0025586
<b>Visa File Exchange Service – US Region</b>	A program through which Members and their qualified Agents exchange non-clearing and settlement files with Visa.	151014-010410-0025314
<b>Visa Flag Symbol – US Region</b>	A Visa-Owned Mark consisting of the Bands Design with the Visa Logotype centered in the middle band. A Visa Card must not bear the Visa Flag Symbol.	151014-010410-0025316
<b>Visa Fleet Card</b>	<p><b>Effective through 16 April 2015</b></p> <p>A Visa Purchasing Card used only for the purchase of fuel and vehicle maintenance services.</p> <p><b>Effective 17 April 2015</b></p> <p>A Visa Commercial Card used for the purchase of fuel and vehicle maintenance services.</p>	150415-010410-0025317
<b>Visa Fleet Card Application Identifier – Canada Region and CEMEA Region</b>	<p><b>Effective 17 April 2015</b></p> <p>A Visa Fleet EMV compliant identifier used for Visa Fleet Cards that specifies a unique payment application contained in a compliant Chip Card.</p>	150415-170415-0029232
<b>Visa Fleet Service Merchant – US Region</b>	A Merchant whose primary business is providing fuel or vehicle maintenance services and that uses one of the following MCCs: 4468, 4582, 5511, 5532, 5533, 5541, 5542, 5599, 7531, 7534, 7535, 7538, 7542, 7549, 7699.	151014-010410-0025319



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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Flexible Spending Account (FSA) – US Region</b>	A Visa Prepaid Card program administered by an employer, in accordance with IRS requirements, that permits employees to set aside pre-tax dollars to pay qualified, out-of-pocket medical expenses not covered by the employer's health care plan.	151014-010410-0025320
<b>Visa Gift Card</b>	A Visa Prepaid Card, designed for consumer gift-giving.	151014-010410-0025321
<b>Visa Global ATM Network</b>	The network through which an ATM participant provides Cash Disbursement services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.	010410-010410-0025322
<b>Visa Global ATM Program</b>	A program where an ATM participant provides Cash Disbursement services to Cardholders by acting as an Issuer, an ATM Acquirer, or both.	010410-010410-0025323
<b>Visa Global Customer Assistance Services Program</b>	Services provided by Visa Global Customer Care Services to Cardholders and Issuers, including customer and emergency services provided to Cardholders traveling away from home. These include the: <ul style="list-style-type: none"> <li>• Cardholder Inquiry Service</li> <li>• Emergency Cash Disbursement</li> <li>• Emergency Card Replacement</li> <li>• Lost/Stolen Card Reporting</li> <li>• Exception file updates</li> <li>• Visa TravelMoney customer service</li> </ul>	081010-010410-0024678
<b>Visa Global Customer Care Services</b>	The 24-hour-a-day, 7-day-a-week centers that provide services including: <ul style="list-style-type: none"> <li>• Those specified in the Visa Global Customer Assistance Services Program</li> <li>• Information and certain types of non-emergency assistance while traveling</li> </ul>	081010-010410-0025343
<b>Visa Gold Card</b>	A premium Visa Card that both: <ul style="list-style-type: none"> <li>• Offers core and optional services, as specified in the Visa Rules</li> <li>• Is issued as specified in the <i>Visa Product Brand Standards</i></li> </ul>	151014-010410-0025324

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Health Reimbursement Arrangement (HRA) – US Region</b>	An employer-funded Visa Prepaid Card program that reimburses employees, in accordance with IRS regulations, for qualified out-of-pocket medical expenses not covered by the employer's health care plan.	151014-010410-0025325
<b>Visa Health Savings Account (HSA) – US Region</b>	A Visa Prepaid Card program operated in accordance with IRS regulations that enables participants of a qualified high-deductible health plan (HDHP) to access funds contributed by an employee, employer, or both, for qualified out-of-pocket health care expenses.	151014-010410-0025326
<b>Visa ICS Prescreen Service – US Region</b>	An optional feature of Visa Advanced ID Solutions that allows Members to select data from the Issuers' Clearinghouse Service databases to create a suppression file before mailing solicitations for Cards, non-Visa cards, or other Visa or non-Visa products.	151014-010410-0025000
<b>Visa Inc.</b>	A Delaware stock corporation.	010410-010410-0025328
<b>Visa Incentive Card</b>	A consumer Visa Prepaid Card, designed to enable a business entity to provide consumer funds in the form of promotional discounts, rebates, or corporate incentives such as bonuses.	081010-010410-0025329
<b>Visa Infinite Business Card – Canada Region</b>	A Visa Card targeted to the small business market that has attributes exceeding that of a Visa Business Card.	151014-011109-0025630
<b>Visa Infinite Card</b>	A Product Name for a Visa Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum.	010410-010410-0025331
<b>Visa Infinite Exclusive Privileges</b>	A Merchant-partner program with exclusive offers for Visa Infinite Cardholders.	010410-010410-0025332
<b>Visa Infinite Preferred Card – AP Region</b>	A Visa Card that is issued as specified in Section 4.8, "Visa Infinite."	151014-041111-0026544
<b>Visa Infinite Privilege Business Card – Canada Region</b>	A Visa Card targeted to the high-affluent small business segment that has attributes exceeding those of a Visa Infinite Business Card.	151014-240513-0027721
<b>Visa Infinite Privilege Card – Canada Region</b>	A Visa Card targeted to the high-affluent consumer that has attributes exceeding those of a Visa Infinite Card.	151014-240513-0027720

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Information Management</b>	Optional services provided by Visa to Members and clients of Members to enhance reporting and data gathering.	010410-010410-0025333
<b>Visa Integrated Billing Statement</b>	A monthly report provided by Visa that details charges assessed to Members. Items appearing on this report are collected using the Fee Collection Transaction reason code 5010 ("Visa Integrated Billing Statement").	010410-010410-0025334
<b>Visa Integrated Circuit Card Specification (VIS)</b>	Chip Card and terminal requirements for Visa Smart Payment programs that serve as companion specifications to the EMV Integrated Circuit Card Specifications for Payment Systems (EMV).	151014-010410-0027328
<b>Visa Integrated Redemption – US Region</b>	A service offered by Visa to a US Acquirer which it may offer to its Merchants, allowing the redemption of offers from the Visa offers program or from participating third-party offer programs by enrolled Cardholders at the Point-of-Transaction.	151014-100113-0027564
<b>Visa IntelliLink Compliance Management</b>	A web-based service designed to meet the Visa Commercial Card program management needs of Issuers and their Client Organizations. Visa IntelliLink Compliance Management provides information services, such as: <ul style="list-style-type: none"> <li>• Analytics and investigative reporting</li> <li>• Misuse detection</li> <li>• Program compliance</li> <li>• Regulatory compliance</li> <li>• Spend management</li> <li>• Administration</li> </ul>	151014-141010-0026022
<b>Visa IntelliLink Spend Management</b>	An optional service provided to Members and their clients to access and manage commercial multi-program data, reports, statements, and expense management.	151014-300909-0025614
<b>Visa Interchange Directory</b>	A directory containing contact information about Members and VisaNet Processors that Visa compiles and sends to all Members and VisaNet Processors.	151014-080514-0026130
<b>Visa International – US Region</b>	See Visa.	151014-010410-0025341
<b>Visa Issuer</b>	A Member that issues Visa Cards.	010410-010410-0025346

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Large Purchase Advantage</b>	A type of Visa Purchasing Card issued to Client Organizations for the purpose of enabling payment for large-ticket purchases in a Commercial Payables environment, and issued as specified in Section 4.23.1.1, "Visa Large Purchase Advantage Issuer Requirements – US Region," and Section 4.21, "Visa Purchasing."	151014-080514-0027089
<b>Visa Loyalty Platform Services</b>	Rewards and loyalty services available to Members to enhance their proprietary loyalty programs.	160312-151010-0025867
<b>Visa Meetings – US Region</b>	A Visa Purchasing Card used for purchases associated with business meetings and events.	151014-010410-0025349
<b>Visa Meetings Card</b>	A Visa Card issued to commercial entities in the public and private sector for commercial purchases associated with business meetings and events.	151014-010410-0025350
<b>Visa Merchant</b>	A Merchant that displays the Visa Brand Mark and accepts all Visa Cards.	010410-010410-0025352
<b>Visa Merchant Direct Exchange</b>	A direct link between a Merchant and VisaNet for Authorization or Online Financial Transaction processing.	151013-050612-0027068
<b>Visa Merchant Direct Exchange Merchant</b>	A Merchant that directly enters Authorization Requests or Online Financial Transactions into the V.I.P. System.	151013-050612-0027067
<b>Visa Merchant Trace System – AP Region</b>	A risk management service that allows a participating Member to: <ul style="list-style-type: none"> <li>• Submit information about a Merchant it has terminated</li> <li>• Verify, before signing, that a Merchant is not listed with the service</li> <li>• Query if a Merchant has been identified as non-compliant with one of the Visa risk management programs</li> <li>• Obtain risk profile information on an MCC and country</li> </ul>	151014-010311-0026136
<b>Visa Message Gateway Service – US Region</b>	A component of the Direct Exchange network that allows VisaNet endpoints to access authorization processing services. It operates as a switch for all payment transactions, routing traffic between all Visa payment processing participants.	151014-010410-0025353

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Mini Card</b>	A miniaturized version of a Visa Card or Visa Electron Card that must both: <ul style="list-style-type: none"> <li>• Provide the designated level of utility promised to the Cardholder</li> <li>• Contain the physical elements and data components required to complete a Transaction</li> </ul>	151014-010410-0025355
<b>Visa Mobile Payment Application</b>	The payment application that resides in a Mobile Payment Device, as specified in the <i>Visa Mobile Contactless Payment Specification (VMCPS)</i> .	151014-080312-0026786
<b>Visa Mobile Prepaid – AP Region, CEMEA Region, and LAC Region</b>	A mobile-optimized, Visa virtual prepaid product where the Account Number is used to access funds stored in an account such as a consumer, business, or Mobile Money Agent's mobile money account, as specified in the <i>Visa Mobile Prepaid Implementation Guide</i> .	151014-151112-0027165
<b>Visa Multinational Program</b>	A Visa program that supports the delivery of Visa commercial solutions to Multinational Companies.	160312-141010-0026030
<b>Visa Online</b>	A password-protected website that provides Members, VisaNet Processors, and other authorized users with access to Visa information.	151014-010410-0025360
<b>Visa Payables Automation</b>	An optional electronic payment solution that enables Issuers to automate their accounts payable processes using Visa Commercial Cards and one of the Visa Commercial Solutions Data and Reporting Tools.	151012-010100-0026535
<b>Visa Payment Application</b>	A software application contained within a Chip or payment data encoded on a Magnetic Stripe that defines the parameters for processing a Visa Transaction and meets the minimum requirements of the Visa Program.	010410-010410-0025361
<b>Visa Payment Controls</b>	An optional Visa service that allows Cardholders to monitor and control Card use by authorizing Issuers to selectively block certain types of Visa Consumer Credit Card or Visa Commercial credit Transactions processed through VisaNet, based on the list of available control criteria (for example: MCC, dollar amount, location), as specified in the Visa Payment Controls Documents.	151014-200412-0027235
<b>Visa Payment Controls Documents</b>	A suite of documents that includes: <ul style="list-style-type: none"> <li>• <i>Visa Payment Controls Web Services Implementation Guide</i></li> <li>• <i>Visa Payment Controls White Label Implementation Guide</i></li> </ul>	151014-151012-0027324

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Payroll</b>	A Visa Prepaid Card that enables employers to offer employees a Visa Card as an alternative to the disbursement of employment wages or salary via a check.	081010-010410-0025363
<b>Visa payWave Application</b>	A Visa application contained on a Chip that enables a Visa Contactless Payment Specification-compliant Contactless Payment Transaction to be performed.	151014-230413-0027792
<b>Visa PIN Debit Gateway Service – US Region</b>	A Visa processing service that switches non-Visa, PIN-based, or qualified non-PIN-based bill payment debit transactions to debit networks for authorization, clearing, settlement, and exception item processing, which may include chargebacks, representments, and other non-financial and financial transactions as defined by the operational rules of the applicable network.	151014-010410-0025364
<b>Visa Platinum</b>	A Card product that has attributes equal to or exceeding those of a Visa Gold Card.	010410-010410-0025366
<b>Visa Platinum Business Card – CEMEA Region</b>	A Visa Business Card that is issued as specified in Section 4.15, "Visa Platinum Business."	150415-301114-0029187
<b>Visa Platinum Business Card – LAC Region</b>	A Visa Business Card that has attributes equal or exceeding those of a Visa Platinum Card and that is targeted to small businesses.	151014-150413-0027674
<b>Visa Premier Card</b>	A premium Visa Card that both: <ul style="list-style-type: none"> <li>• Offers core and optional services as specified in the Visa Rules</li> <li>• Is issued as specified in the <i>Visa Product Brand Standards</i></li> </ul>	151014-010410-0025370
<b>Visa Premium Corporate Card – LAC Region</b>	A Corporate Visa card targeted to mid-to-large size companies that is primarily used to pay for senior executives' business travel and entertainment expenses, and issued as specified in Section 4.27.1.6, "Visa Premium Corporate Cards Issuance Requirements – LAC Region."	151014-150513-0027754
<b>Visa Prepaid Card</b>	A Visa Card used to access funds in a Visa Prepaid Account or a Card where monetary value is stored on a Chip.	151014-010410-0024996
<b>Visa Prepaid Card Transaction</b>	The act between a Cardholder using a Visa Prepaid Card and a Merchant or an Acquirer resulting in a Transaction Receipt.	081010-010100-0025555

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Prepaid Purchasing Card – US Region</b>	A Visa Purchasing Card used to access funds in a Prepaid Account.	151014-010410-0025375
<b>Visa Product</b>	Any Visa Card, Visa Electron Card, component, or secure feature that relates to Card production, manufacture, personalization, or fulfillment managed under the Approved Vendor Program.	151013-010410-0025527
<b>Visa Program</b>	A program through which a Member provides payment services to Visa Cardholders or Merchants by acting as an Issuer, an Acquirer, or both.	010410-010410-0025377
<b>Visa Program – Canada Region</b>	The aggregation of the individual Visa Card programs operated by Visa Members using the Visa-Owned Marks.	010410-010410-0025378
<b>Visa Program Marks</b>	The Marks used in connection with the Visa Program.	010410-010410-0025379
<b>Visa Purchasing Card</b>	A Visa Card issued to commercial entities (public and private) that is used for commercial purchases and is issued as specified in Section 4.21, "Visa Purchasing."	151014-010410-0025380
<b>Visa Purchasing Cardholder</b>	An employee of a public or private commercial entity to whom an Issuer has issued a Visa Purchasing Card.	010410-010410-0025381
<b>Visa Purchasing Large Ticket Interchange Reimbursement Fee – US Region</b>	An Interchange Reimbursement Fee paid to or received by a Member for a Visa Purchasing Large Ticket Transaction processed as specified in Section 9.9, "Visa Purchasing Large Ticket Interchange Reimbursement Fee."	151014-010410-0025382
<b>Visa Purchasing Large Ticket Transaction – US Region</b>	A Transaction completed with a Visa Purchasing Card that meets the large ticket Transaction requirements specified in Section 9.9, "Visa Purchasing Large Ticket Interchange Reimbursement Fee."	151014-010410-0025383
<b>Visa ReadyLink – US Region</b>	A Visa processing service that enables the Authorization and Settlement, through VisaNet, of funds associated with an Issuer-approved load Transaction to a Visa Prepaid Card or to another Non-Visa Branded Account at a Prepaid Partner.	151014-010410-0025384
<b>Visa ReadyLink Transaction – US Region</b>	A Transaction completed at a Prepaid Partner that facilitates the loading of value to a Visa Prepaid Card or to another Non-Visa Branded Account that has been designated for participation in Visa ReadyLink.	151014-010410-0025385

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Region</b>	A national or multinational geographic area, as specified in Section 1.1.1.6, "Visa Inc. Regions and Visa Europe Territory." There are 5 Visa Inc. Regions: <ul style="list-style-type: none"> <li>• Asia-Pacific (AP) Region</li> <li>• Canada (CAN) Region</li> <li>• Central and Eastern Europe, Middle East and Africa (CEMEA) Region</li> <li>• Latin America and Caribbean (LAC) Region</li> <li>• United States of America (US) Region</li> </ul>	151014-010410-0025386
<b>Visa Reservation Service</b>	Visa services provided by either a: <ul style="list-style-type: none"> <li>• Lodging Merchant to guarantee accommodations</li> <li>• Car Rental Company to guarantee a Specialized Vehicle or Peak-Time reservation</li> </ul>	010410-010410-0025387
<b>Visa Resolve Online</b>	An online Visa service for the retrieval and transmission of dispute resolution information and documentation.	050411-010410-0025388
<b>Visa Rewards Product – AP Region and CEMEA Region</b>	A Visa Card that is issued as specified in Section 4.6, "Visa Rewards."	151014-131212-0027244
<b>Visa Risk Manager</b>	An optional suite of subscription-based risk management products designed to help Issuers optimize loss prevention and maximize profitability through intelligent risk-management decisioning.	150413-010410-0025389
<b>Visa SavingsEdge – US Region</b>	A program offered by Visa to eligible Visa Business Cardholders that enables enrolled Cardholders to receive discounts in the form of statement credits for qualifying purchases made at participating Merchants.	151014-150711-0026272
<b>Visa Settlement Bank</b>	A bank where Visa maintains its Settlement accounts and performs funds transfer for Settlement.	010410-010410-0025391
<b>Visa Signature – US Region</b>	A Visa Card that is issued as specified in Section 4.7, "Visa Signature."	151014-010410-0025392
<b>Visa Signature Business – AP Region</b>	A Visa Card that is issued as specified in Section 4.16, "Visa Signature Business."	151014-010111-0026123



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Term	Definition	ID#
<b>Visa Signature Business – CEMEA Region</b>	A Visa Card that is issued as specified in Section 4.16, "Visa Signature Business."	150415-301114-0029188
<b>Visa Signature Business – US Region</b>	A Visa Business Card that is issued as specified in Section 4.16, "Visa Signature Business."	151014-010410-0025393
<b>Visa Signature Card</b>	A Product Name for a Visa Card that has attributes exceeding those of a Visa Gold Card and Visa Platinum.	010410-010410-0025394
<b>Visa Signature Preferred – US Region</b>	A Visa Card that is issued as specified in Section 4.7, "Visa Signature."	151014-010410-0025396
<b>Visa Smart Payment</b>	EMV-Compliant and VIS-Compliant applications that provide payment service options and controls to Issuers of Chip Cards bearing the Visa Brand Mark or the Visa Brand Mark with the Electron Identifier.	150413-010410-0025397
<b>Visa Surcharge Cap – US Region and US Territories</b>	For a Merchant in the US Region or a US Territory, the average Merchant Discount Rate that a Merchant pays to its Acquirer for Visa Credit Card Transactions. The average Merchant Discount Rate is calculated based on Visa Credit Card Transactions conducted by the Merchant for the preceding one or 12 months, at the Merchant's option.	151014-270113-0027538
<b>Visa Traditional – US Region</b>	A Visa Consumer Credit Card, excluding Visa Signature and Visa Signature Preferred.	151014-010410-0025399
<b>Visa Traditional Rewards Card – US Region</b>	<p>A consumer credit product that enables Cardholders, based on their qualifying purchases, to earn units of rewards currency consisting of either:</p> <ul style="list-style-type: none"> <li>Points that are redeemable for cash, cash-equivalent rewards (gift certificate, gift card, or statement credit), or any other reward option permitted upon prior approval by Visa</li> <li>Air miles that are redeemable for air travel</li> </ul>	151014-010410-0025400
<b>Visa Transaction Alerts Service</b>	An optional Visa service that enables Cardholder notification of Transactions occurring on their Cards or accounts.	111011-130510-0025728
<b>Visa Transaction Information – Canada Region</b>	Any information or data regarding a Transaction that is contained on the Transaction Receipt.	010410-010410-0025401

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa Transaction Information – US Region</b>	Any Transaction information or data that is contained in either the VisaNet Authorization message or Clearing Record.	151014-010410-0025402
<b>Visa Transit Card</b>	A Visa Prepaid Card designated for use at transit Merchants. A Visa Transit Card may be provided by an employer to an employee to access tax-advantaged transit benefits or sold directly to consumers.	081010-010410-0025403
<b>Visa TravelMoney Wordmark</b>	A Visa licensed Brand Mark meeting the specifications set out in the <i>Visa Product Brand Standards</i> .	151014-010410-0025410
<b>Visa U.S.A.</b>	Visa U.S.A. Inc.	010410-010410-0025412
<b>Visa US Common Debit Application Identifier – US Region</b>	An EMV-compliant Application Identifier licensed for use with EMV- and VIS-based applications for the purpose of processing a transaction covered by the Dodd-Frank Act and Federal Reserve Board Regulation II on certain debit products.	151014-250413-0027582
<b>Visa US Regulation II Certification Program – US Region and US Territories</b>	A certification program that enables an Issuer in the US Region or a US Territory to certify the status of its consumer debit, commercial debit, and prepaid portfolios in alignment with US Federal Reserve Board Regulation II, 12 CFR Part 235.  The program also enables an Issuer in the US Region or a US Territory to notify Visa of its compliance with the final fraud-prevention standards of the US Federal Reserve Board Regulation II, 12 CFR Part 235.	151014-080312-0026999
<b>Visa Utility Interchange Reimbursement Fee Program – US Region</b>	A Visa program that permits Acquirers to qualify for the Utility Program Interchange Reimbursement Fee for a Consumer Card, or a Visa Business (including Visa Business Enhanced and Visa Signature Business) Transaction completed at a utility Merchant assigned MCC 4900 (Utilities – Electric, Gas, Water, and Sanitary), as specified in Section 9.5.1.2, “Visa Utility Program Interchange Reimbursement Fee Qualification – US Region.”	151014-010410-0025413
<b>Visa Wordmark</b>	A Visa-Owned Mark consisting of the word “Visa.” See Visa Brand Name.	010410-010410-0025415
<b>Visa Worldwide Pte. Ltd.</b>	The organization operating the Visa Network in the AP Region.	010410-010410-0025416

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>Visa-Owned Marks</b>	All Trademarks owned by Visa.	151013-010410-0025216
<b>Visa/Plus ATM</b>	An ATM that: <ul style="list-style-type: none"><li>• Displays the Visa Brand Mark and the Plus Symbol</li><li>• May also display the Visa Brand Mark with the Electron Identifier</li></ul>	010410-010410-0025368
<b>VisaNet</b>	The systems and services, including the V.I.P. System, Visa Europe Authorization Service, and BASE II, through which Visa delivers Online Financial Processing, Authorization, Clearing, and Settlement services to Members, as applicable.	230312-010410-0025218
<b>VisaNet Copy Request and Fulfillment Service</b>	An automated process for transmitting Copy Requests, Retrieval Requests, and Fulfillments and monitoring the integrity and quality of the service through Visa Resolve Online.	010410-010410-0025225
<b>VisaNet Copy Request and Fulfillment Service Fees</b>	Service-related fees that include, but are not limited to: <ul style="list-style-type: none"><li>• Transaction fees</li><li>• Fulfillment incentive fees</li></ul>	010410-010410-0025226
<b>VisaNet Integrated Payment System – US Region</b>	See V.I.P. System.	151014-080514-0025228
<b>VisaNet Interchange Center</b>	A Visa Inc. or a Visa Europe facility that operates the VisaNet data processing systems and support networks.	010410-010410-0025229
<b>VisaNet Manuals</b>	A suite of documents that includes:	150415-151012-0027326

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Term	Definition	ID#
	<i>BASE II Clearing Data Codes; BASE II Clearing Edit Package Messages; BASE II Clearing Edit Package Operations Guide; BASE II Clearing Edit Package Reports; BASE II Clearing Edit Package Run Control Options Quick Reference; BASE II Clearing Interchange Formats, TC 01 to TC 48; BASE II Clearing Interchange Formats, TC 50 to TC 92; BASE II Clearing PC Edit Package for Windows User's Guide; BASE II Clearing Reports; BASE II Clearing Services; BASE II Clearing System Overview; BASE II Clearing VML Developer Handbook; BASE II Clearing VML Formats; V.I.P. System BASE I Processing Specifications; V.I.P. System BASE I Technical Specifications, Volume 1; V.I.P. System BASE I Technical Specifications, Volume 2; V.I.P. System Overview; V.I.P. System Reports; V.I.P. System Services, Volume 1; V.I.P. System Services, Volume 2; V.I.P. System SMS ATM Processing Specifications (International); V.I.P. System SMS ATM Technical Specifications, Volume 1; V.I.P. System SMS ATM Technical Specifications, Volume 2; V.I.P. System SMS Interlink Member Implementation Guide; V.I.P. System SMS Interlink Technical Specifications; V.I.P. System SMS POS (Visa &amp; Visa Electron) Processing Specifications (International); V.I.P. System SMS POS (Visa &amp; Visa Electron) Technical Specifications, Volume 1; V.I.P. System SMS POS (Visa &amp; Visa Electron) Technical Specifications, Volume 2; V.I.P. System SMS Processing Specifications (US); VisaNet Settlement Service (VSS) User's Guide, Volume 1, Specifications; VisaNet Settlement Service (VSS) User's Guide, Volume 2, Reports</i>	
<b>VisaNet Processor</b>	A Member, or Visa-approved non-Member, that is directly connected to VisaNet and that provides Authorization, Clearing, or Settlement services to Merchants and/or Members.	111011-010410-0025230
<b>VisaNet Settlement Service</b>	The VisaNet system that provides Settlement reporting and funds transfer services to BASE II and V.I.P. System Clearing Processors, as specified in the applicable VisaNet Manuals.	151012-010410-0025232
<b>VisaVue Member Participation Agreement</b>	An agreement that specifies the terms and conditions for use of VisaVue Online.	151012-010100-0026456
<b>VisaVue Online</b>	An optional, web-based Visa Transaction reporting and analytic tool that enables Members to analyze their VisaNet Transaction data.	151012-010100-0026455
<b>Voice Authorization</b>	An Approval Response obtained through interactive communication between an Issuer and an Acquirer, their VisaNet Processors, or the International Automated Referral Service, through telephone or facsimile communications.	111011-010410-0025417

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
<b>W</b>		
<b>Waiver</b>	A temporary, formal consent granted by Visa that permits a Member or Members to not comply with one or more specific rules in the Visa Rules for a specified period of time. A Waiver may include specific conditions, and may be repealed, modified, or extended at the discretion of Visa.	151014-080312-0026498
<b>Website</b>	One or more Internet addresses at which an individual or organization provides information to others, often including links to other locations where related information may be found.	010410-010410-0025430
<b>Wire Transfer Money Order – US Region</b>	A check or money order purchased by a Cardholder from a Wire Transfer Money Order Merchant.	151014-010410-0025434
<b>Wire Transfer Money Order Merchant – US Region</b>	A Merchant that sells money orders by electronic funds transfer.	151014-010410-0025435
<b>Wire Transfer Money Order Transaction – US Region</b>	A Quasi-Cash Transaction representing the sale of a Wire Transfer Money Order for transfer to a payee (who may or may not be the Cardholder) by electronic funds transfer.	151014-010410-0025436
<b>Wordmark</b>	A Mark consisting entirely of a word.	010410-010410-0025438
<b>Workout Period</b>	In conjunction with the Global Merchant Chargeback Monitoring Program, a 3-month remediation period during which Visa manages a corrective-action plan between a Merchant and its Acquirer to bring the Merchant's international Chargeback activities within acceptable levels. The Workout Period is not applicable to either: <ul style="list-style-type: none"> <li>Acquirer-level thresholds</li> <li>High-Brand Risk Merchants, as specified in Section 10.5.6.1, "High-Brand Risk MCCs"</li> </ul>	151014-010610-0025701
<b>Workout Period – US Region</b>	Either: <ul style="list-style-type: none"> <li>In conjunction with the Risk Identification Service (RIS) Online, a 90-calendar-day period during which Visa manages a corrective-action plan between a Merchant and its Acquirer to bring the Merchant's Suspect Transactions-to-sales and Fraud Activity-to-sales ratio within acceptable levels</li> </ul>	151014-010410-0025439

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#### Visa Core Rules and Visa Product and Service Rules

Term	Definition	ID#
	<ul style="list-style-type: none"><li>In conjunction with the Acquirer Monitoring Program, a 90-calendar-day period during which Visa monitors an Acquirer's remedial plan to bring the Acquirer's Fraud Activity-to-sales ratio below the program's Alert thresholds</li></ul>	
X		
No glossary terms available for X.		010410-010410-0025513
Y		
No glossary terms available for Y.		010410-010410-0025514
Z		
Zero Floor Limit	A Floor Limit with a currency amount of zero.	151014-010410-0025441

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